



Job Title:	Team Lead	Supervisor:	Leanne Baeten, Program Director
Department/Group:	Shelter	Location:	411 St. John St
Travel Required:	Minimal	Position Type:	Part-Time; Irregular, Seasonal (Oct-May) 4pm-12am, 12am-9am
Will Train Applicant(s):	Yes	HR Contact:	Stephanie Kleman
Date posted:	Tuesday, September 25, 2018		

To Apply, send cover letter and resume to:

<p>FAX OR E-MAIL: (920) 617-8701 (fax) or humanresources@sjehs.org</p> <p>Subject Line: Attention: Human Resources Re: SJEHS Team Lead</p>	<p>MAIL: Human Resources St. John the Evangelist Homeless Shelter PO Box 1743 Green Bay, WI 54305</p>
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Job Description

ROLE AND RESPONSIBILITIES

St. John's is a seasonal, overnight shelter for homeless adults and provision of services to the homeless population. The primary focus of this position is to provide direction and services to guests, staff and volunteers.

- Supervise and direct Support and Safety staff during shift for completion of duties and adequate coverage
- Complete thorough and accurate guest intake, guest notes, daily log/form reviews, referral appointments and assist on-site visitors/agencies as needed. Work closely with Case Managers regarding guest concerns. Notify Program Director of concerns or issues requiring additional attention.
- Ensure shelter readiness for on-site visits by other service providers and tours
- Assure completion of duties and needs only as necessary. Contact Volunteer Coordinator when necessary.
- Communicate effectively with staff concerns regarding performance. Notify Program Director of all performance and attendance concerns.
- Track guest work schedules, medication schedules and compliance with shelter rules
- Record incident reports, neighborhood concerns and guest concerns
- Effectively handle guest and staff corrective behavior as needed in a discreet and respectful manner
- Communicate with prior and following shift staff to allow for smooth transition and good communication. Complete daily shift notes and route to appropriate staff
- Attend staff meetings and training routinely and facilitate shift kick-off meetings
- Establish and maintain professional boundaries with guests, volunteers and co-workers
- Perform all duties as assigned by Program Director

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Associate degree with a background in the Human Service field and community resources.
- Previous supervisory experience preferred
- Excellent computer and data entry skills: MS Word, MS Excel and Internet
- Experience working with the following: mental health, substance abuse, low-income and/or homeless populations and healthcare



ABILITIES

- Complete job duties accurately and effectively, including operation of fax, copy machine, walkie-talkies and all other office equipment for communication purposes
- Communicate corrective behavior needs, actions and consequences to staff and guests in clear, positive and discreet manner with focus on desirable behavior as needed
- Mentor and guide staff in supportive manner for individual development and improved performance; particularly pertaining to data information and shift responsibilities
- Anticipate, recognize and effectively deal with a variety of human behaviors
- Assess variety of situations and respond appropriately based on shelter policy and procedures
- Demonstrate leadership skills

PHYSICAL/VISUAL/MENTAL DEMANDS:

Ability to hear and see the work environment; be awake, alert and able to respond to matters requiring immediate attention including individuals and environment. Be able to effectively monitor, maintain and record information of shelter security system. Physical access to all areas of facility necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TYPICAL WORKING CONDITIONS:

Person(s) in this position will work less than 1,000 hours per calendar year. Evenings/overnight hours, weekdays, weekends and holidays are requirements of the position. Rotating weekend hours, second and third shifts for proper staff coverage. Typical hours are 4pm – midnight and midnight to 9am. Individual must remain awake and alert throughout their shift. Individual is responsible to find coverage if not available to work. Sitting, standing, walking, bending, lifting (up to 20lbs) and climbing stairs are typical. Perimeter checks of building in adverse weather conditions will be necessary.

NATURE OF SUPERVISION RECEIVED:

Works under the direct supervision of the Shift Lead who in turn works under the direction of the Program Director. All Safety Staff work under the training and support of the Security Advisor. Individual will work independently within the authority limits and experience level. Duties require the individual initiative to recognize and research shelter needs and problems. Direction from the Lead is to assign and monitor completion of duties, assist in prioritization of tasks, offer help, guidance, explain need for any corrective behavior and train as necessary.

JUDGMENT EXERCISED/DECISIONS MADE:

Scope of judgment to be exercised varies with project and growth in position knowledge. Expected to take initiative and make decisions based on shelter rules, policies and procedures. Individual is expected to bring major issues to Lead when available and subsequently the Program Director.

FINANCIAL RESPONSIBILITY:

Responsible to accurately complete time sheet (hours worked) by established deadline. Responsible for monitoring office and facility supply needs.

SUPERVISION EXERCISED/NUMBER OF EMPLOYEES SUPERVISED:

Oversee operations of evening shift and supervise 3-5 staff, 3-10 volunteers and nightly guests.

ADDITIONAL NOTES

None

Reviewed and Approved By:	Alexia Wood	Date:	Click here to enter a date.
Last Updated By:	Leanne Baeten	Date/Time:	9/25/2018

ST. JOHNS SHELTER
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