



<b>Title:</b> Support Staff (Multiple positions available)		<b>Date Open:</b> 09/23/2014	<b>Date Closed:</b> Staff training starts 10/27/14
<b>Program:</b> Interfaith Works Emergency Overnight Shelter		<b>Reports to:</b> Shelter Manager under direction of the Shelter Program Director	
<b>Hours:</b> Up to 36 hours/week	<b>Shifts:</b> Evenings/Overnights	<b>Hourly Rate:</b> \$14.50	
<b>Program Description:</b>	Interfaith Works Emergency Overnight Shelter (IW EOS) provides overnight shelter services and basic needs coordination for adult individuals of all genders experiencing homelessness. At the IW EOS, we support the poorest and most vulnerable of our neighbors living on the streets, in wooded areas, cars, under awnings and in alcoves, and in abandoned buildings. Referrals, support groups and supportive services are provided on-site. The IW EOS is dedicated to providing emergency services and support to those in need, not as charity but as an act of social justice.		
<b>Position Description:</b>	Support staff will provide professional operational support to the shelter facility and will provide on-site monitoring for all shelter guests and volunteers during their shift. Support staff will direct the shelter guests to the proper individuals to address concerns and be trained in crisis intervention to address immediate needs of our guests. Support staff will work in teams and are responsible for fostering a meaningful partnership with their team to ensure that values of respect and dignity are modeled at all times from each staff member. The individual in this position will be responsible for facility upkeep including light janitorial and cleaning duties (mopping, sweeping, vacuuming, sanitizing surfaces). Support staff will also be responsible for basic data entry during shift through the Homeless Management Information System (HMIS), a requirement of our funding. This position is supported by the Shelter Manager and answers directly to the Shelter Manager under direction of the Shelter Program Director.		
<b>Essential Functions:</b>	<ul style="list-style-type: none"> <li>• Attend all required staff trainings and workshops.</li> <li>• Staff the front desk to include answering the phone, conducting intake interviews with shelter guests, light secretarial duties including HMIS data entry and answering the shelter hotline, and monitoring the security of the building.</li> <li>• Monitor and perform tasks necessary for the mail service and voucher (laundry/shower) distribution.</li> <li>• Monitor and enforce the good neighbor and guest agreement policies with shelter guests, volunteers and visitors to the shelter.</li> <li>• Conduct safety &amp; perimeter checks of all entrances, exits, and the</li> </ul>		

	<p>entire property grounds.</p> <ul style="list-style-type: none"> <li>• Maintain facility upkeep and work together with the groundskeeper of First Christian Church to ensure that the building is well cared for.</li> <li>• Inform appropriate personnel of problems with operation of appliances, plumbing, heating and electrical systems to ensure site remains safe and operational.</li> <li>• Maintain an environment of safety, security and loving respect for all guests, staff and volunteers.</li> <li>• Maintain an atmosphere conducive to a good night's rest for the shelter guests'.</li> <li>• Provide appropriate community referrals and information.</li> <li>• Work with and support volunteer staff and interns.</li> <li>• Responsible for providing back up/fill-in/on-call if shift staffing levels require.</li> </ul>
<p><b>Job Requirements: Minimum Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Ability and willingness to address the oppression of marginalized people in regards to class, race, sexuality and gender identity.</li> <li>• <b>Applicant must commit to one year of employment.</b></li> <li>• Experience in direct service and community organizing is desirable; personal experience and understanding of homeless population may be substituted.</li> <li>• Ability to work effectively with shelter guests displaying a varying range of social behaviors.</li> <li>• Ability to perform light administrative duties such as mail and voucher distribution, answering the shelter hotline calls, and database entry.</li> <li>• Ability to communicate and work effectively with diverse populations.</li> <li>• Willingness and ability to make sound judgments without onsite supervision.</li> <li>• Provide adequate shift coverage.</li> <li>• Reliable transportation and ability to arrive on time each day.</li> <li>• Committed to developing and safekeeping a workplace that values and supports a positive team orientated work environment.</li> <li>• Applicant must successfully pass required background checks prior to an offer of employment.</li> <li>• Ability to work independently and as a member of a team.</li> <li>• Demonstrates the necessary attitudes, knowledge and skills to deliver culturally competent services and work effectively in multi-cultural situations.</li> <li>• Support and uphold the mission, vision and philosophical foundation of the IW EOS shelter program.</li> </ul>