

Title: Support Staff—Fill in		Date Open: 7/19/17	Date Closed: Undetermined
Program: Emergency Overnight Shelter		Reports to: Shelter Program Director/ Shelter Manager	
Hours: 0-35 hours/week depending on need/availability of shifts	Shifts: Evenings/Overnights	Hourly Rate: \$14.50	
Contact: Brittany Stallings; Shelter Manager ---- brittany.stallings@iwshelter.org			
Program Description:	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 our neighbors living on the streets, in wooded areas, cars, under awnings and in alcoves, and in abandoned buildings. Referrals 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.		
Position Description:	<p>Fill-in staff will be on call for evening or overnight shifts when support staff needs time off for any reason including vacations, personal requests for time off, or call in sick.</p> <ul style="list-style-type: none"> • Weekly hours can be between 0 and 35, depending on need. • Evening Shifts are from 4pm-11pm and require staff to be available to the varying needs of our 42 guests. Your role is that of a homeless advocate and ally, a support person for people in varying stages of crisis and trauma, and a monitor of the shelter. This may include supplying clothing and blankets, food and medicine, assigning beds and managing laundry, or just listening to what people have to say. • Responsibilities will include oversight and management of the premises and enforcing house rules, as well as conflict resolution and active listening. Staff is also responsible for some data entry and reporting duties. • Overnight Shifts require staff to be awake all night, from 11pm-8am. During overnight shifts staff will manage conflicts and crisis as they arise, monitor for safety and well-being, and do their best to create an environment conducive to a good night's rest. • Overnight staff is responsible for morning wake-up calls, getting guests out the door by 7am, and may be responsible for cleaning up from the previous night. 		

<p>Essential Functions:</p>	<ul style="list-style-type: none"> ● Attend all staff trainings, workshops and weekly staff meetings. ● 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. ● Monitor and perform tasks necessary for the mail service and voucher (laundry/shower) distribution. ● Monitor and enforce the good neighbor and guest agreement policies with shelter guests, volunteers and visitors to the shelter. ● Conduct safety & perimeter checks of all entrances, exits, and the entire property grounds. ● Maintain facility upkeep and work together with the groundskeeper of First Christian Church to ensure that the building is well cared for. ● Inform appropriate personnel of problems with operation of appliances, plumbing, heating and electrical systems to ensure site remains safe and operational. ● Maintain an environment of safety, security and loving respect for all guests, staff and volunteers. ● Address challenging and potentially violent behavior while maintaining unconditional respect and care for all involved. ● Maintain an atmosphere conducive to a good night's rest for the shelter guests'. ● Provide appropriate community referrals and information. ● Work with and support volunteer staff and interns. ● Responsible for providing back up/fill-in/on-call if shift staffing levels require.
<p>Job Requirements: Minimum Qualifications</p>	<ul style="list-style-type: none"> ● Availability to work on-call for up to 5 days a week. ● Ability to follow through with job commitment. ● Demonstrates the necessary attitudes, knowledge, skills, willingness and self-awareness to deliver culturally humble services and work effectively in multicultural situations. This includes addressing and interrupting oppression in all forms on an ongoing basis. ● Experience in direct service and community organizing is desirable; personal experience and understanding of homeless population may be substituted. ● Ability to work effectively with shelter guests displaying a varying range of social behaviors. ● Ability to perform light administrative duties. ● Ability to communicate and work effectively with diverse populations. ● Must be able to think on your feet in a fast paced, sometimes stressful environment and be willing and able to make sound judgments without onsite supervision. ● Must be a good communicator, good listener, and maintain kindness within a hectic environment. ● Must work well with others in close teams of two or three staff. ● Ability to meet our guests "where they're at" without judgment or prejudice.

	<ul style="list-style-type: none"> ● Flexibility, creativity, and resourcefulness are necessary skills to have in this job. ● Ability to self-care, have good boundaries, a good sense of humor, and an ability to roll with the punches of a very hectic environment are key qualities that we are looking for in a new hire. ● Reliable transportation and ability to arrive on time each day. ● Applicant must successfully pass required background checks prior to an offer of employment. ● Support and uphold the mission, vision and philosophical foundation of all the IW EOS shelter programs.
How to apply	<ul style="list-style-type: none"> ● Fill out pre-interview application questions. Click here to access pre-interview questions. ● Email pre-interview answers, cover letter and resume to brittany.stallings@iwshelter.org with “Support Staff - Fill in” in the subject line. ● We will get in touch to let you know if an interview will be scheduled.