



Homeless Services Program

Nightly Shelter / Community Care Center / Navigation Team

info@iwshelter.org  
IWshelter.org

**Community Care Center**  
10am-5pm, Sun-Fri  
225 State Ave NE  
Olympia, WA 98501

**Nightly Shelter**  
(360) 918-8424, 4pm-8am, Sun-Sat  
(Physical) 701 Franklin St SE, 98501  
(Mail) PO Box 2850, 98507  
Olympia, WA

<b>Title:</b> Support Staff—Temporary	<b>Date Open:</b> 6/17/2020	<b>Date Closed:</b> Undetermined
<b>Program:</b> Homeless Services: Emergency Shelter	<b>Reports to:</b> Shelter Managers	
<b>Hours:</b> 0-35 hours/week depending on need/availability of shifts	<b>Shifts:</b> Daytime/Evenings/Overnights	<b>Hourly Rate:</b> \$16.50

**Contact:** [ellen.paulsey@iwshelter.org](mailto:ellen.paulsey@iwshelter.org) and [tieri.lino@iwshelter.org](mailto:tieri.lino@iwshelter.org)

**Program Description:** Interfaith Works Homeless Services program has three core programs: The nightly shelter (701 Franklin Street at First Christian Church), the COVID-19 (2828 Martin Way E.), and the Navigation Team. **As of 3/16/2020 the shelter has gone to 24/7 operations in response to the Covid 19 pandemic.** We are providing overnight shelter services, basic needs coordination, and daytime services for adult individuals/couples without children of all genders experiencing homelessness. We support our neighbors living on the streets, in wooded areas, cars, under awnings, in alcoves, and in abandoned buildings. Referrals and supportive services are provided on-site in both the nightly shelter and the 2828 Martin Way COVID-19 shelter. The IW homeless services are dedicated to providing emergency services and support to those in need, not as charity but as an act of social justice.

**Position Description:** Temporary staff will be scheduled or on call for daytime, evening or overnight shifts as needed. **Weekly hours can be between 0 and 35, depending on need.**

- Daytime, Evening, and Overnight shifts are available. Your role is that of a homeless advocate and ally, a support person for people in varying stages of crisis and trauma, a facilitator/monitor, hygiene and personal storage activities, meal facilitation, and facility sanitization.
- 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 required house rules, as well as conflict resolution and active listening. Staff are also responsible for some data entry and reporting duties each day.
- **Overnight Shifts require staff to be awake all night, from 11pm-8am.** During overnight shifts temporary 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 under the direction and supervision of trained IW HS Support Staff.
- Temporary Support Staff may be responsible for morning wake-up calls, facility sanitization, and cleaning up from the previous night together with the morning crew under the direction and supervision of trained IW HS Support Staff

**Essential Functions:**

- Be responsive to communication via regular emails, texts, and phone calls.
- Complete all tasks assigned by HS Support Staff or supervisors on and off site.
- Staff the front desk to include answering the phone, conducting intake interviews with shelter guests including possible Covid 19 screenings, light secretarial duties including HMIS data entry, answering the shelter hotline and monitoring the security of the building.
- You are expected to engage in trauma informed, harm reduction based conflict mediation and de-escalation when conflict arises.
- Cleaning duties are required, including but not limited to: cleaning and sanitization of the showers between each use, cleaning the outdoor area, responding to biohazard emergencies,

	<p>providing laundry support, helping guests with personal belongings, and additional sanitization as directed.</p> <ul style="list-style-type: none"> <li>● We expect that all IW Homeless services employees will have an open and accepting outlook of working with many different types of people, utilizing harm reduction principles for every person we interact with in our programs including co-workers, other service providers, volunteers, law enforcement/first responders, neighbors, and the wider community.</li> <li>● Monitor, keep, and enforce the space use agreement with shelter guests, volunteers and visitors to the shelter.</li> <li>● Conduct safety &amp; perimeter checks of all entrances, exits, and the entire property grounds.</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 that is conducive to respite and healing.</li> <li>● <b>Address challenging and potentially violent behavior while maintaining unconditional respect and care for all involved under the direction of trained HS Support Staff..</b></li> <li>● Responsible for providing back up/fill-in/on-call if shift staffing levels require.</li> </ul>
<p><b>Job Requirement s: Minimum Qualifications</b></p>	<ul style="list-style-type: none"> <li>● Availability to work or be on-call for up to 5 days a week.</li> <li>● Ability to follow through with job commitment.</li> <li>● <b>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.</b></li> <li>● Ability to work effectively with shelter guests displaying a varying range of social behaviors.</li> <li>● Ability to perform light administrative duties and navigate Google Suite..</li> <li>● Ability to communicate and work effectively with diverse populations.</li> <li>● 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.</li> <li>● Must be a good communicator, good listener, and maintain kindness within a hectic environment.</li> <li>● Must work well with others in close teams of two or more staff members, volunteers and partner agencies.</li> <li>● Ability to meet our guests "where they're at" without judgment or prejudice.</li> <li>● Flexibility, creativity, and resourcefulness are necessary skills to have in this job.</li> <li>● <b>Ability to practice 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.</b></li> <li>● Have access to reliable transportation and be able to arrive on time each day.</li> <li>● Applicant must successfully pass required background checks prior to an offer of employment.</li> <li>● Support and uphold the mission, vision and philosophical foundation of all the IW Homeless Services programs.</li> </ul>
<p><b>How to apply</b></p>	<ul style="list-style-type: none"> <li>● Fill out pre-interview application questions. <a href="#">Click here</a> to access pre-interview questions.</li> <li>● In addition, email cover letter and resume to <a href="mailto:ellen.paulsey@iwshelter.org">ellen.paulsey@iwshelter.org</a> and <a href="mailto:tieri.lino@iwshelter.org">tieri.lino@iwshelter.org</a> with "Support Staff - Temp" in the subject line.</li> <li>● We will get in touch to let you know if an interview will be scheduled.</li> </ul>