



Title: Support Staff	Date Open: 3/5/21	Date Closed: Undetermined
Program: Homeless Services: Shelter, Expanded Shelter	Reports to: Shelter Co-Managers	
Hours: Up to 35 hours/week depending on need/availability of shifts	Shifts: Daytime/Evenings/Overnights	Hourly Rate: \$17.50 start
Contact: hiring@iwshelter.org		
Program Description:	Interfaith Works Homeless Services program has two core programs: The nightly shelter (701 Franklin Street at First Christian Church) and the Navigation Team. We provide 24/7 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. 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:	<p>Fill-in staff will be on call for daytime, evening or overnight shifts when support staff need time off for any reason including vacations, personal requests for time off, or call in sick. Fill in staff are required to cover on their designated days regardless of the reason.</p> <ul style="list-style-type: none"> ● Weekly hours can be between 0 and 35, depending on need. ● Daytime shifts at both shelter locations are 7am-3:30pm, Evening Shifts are from 3pm-11:30pm at the shelter and require staff to be available to the varying needs of our guests. 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 of hygiene and personal storage activities and surrounding outdoor areas, and a collaborator with the many social service and healthcare agencies who work with our guests. ● This may include supplying clothing and blankets, food and medicine, 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-7:30am. During overnight shifts staff will manage conflicts and crises as they arise, monitor for safety and well-being, and do their best to create an environment conducive to a good night's rest. 	
Essential Functions:	<ul style="list-style-type: none"> ● Attend all staff trainings, supervision meetings, workshops and weekly staff meetings. ● Keep track of all work obligations. Complete all required reading, stay engaged with regular email and phone communications, and complete all tasks assigned by a supervisor on and off site. ● Staff the front desk to include answering the phone, conducting intake interviews with shelter guests, 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 sweeping, mopping, cleaning showers between each use, picking up the outdoor area, responding to biohazard emergencies, laundry support, helping guests with personal belongings, and more. 	

	<ul style="list-style-type: none"> ● Your voice is important and you will be looked to for identifying needed changes in the on the ground policies and procedures. You are expected to work collaboratively with a diverse group of people both inside and outside of our agency. ● 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. ● Monitor and perform tasks necessary for all supportive services on site that IW is responsible for including the mail service and laundry/shower distribution, clothing closet, ID replacement, showers, laundry, connection to services ● Monitor and enforce the space use 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 (shelter) and ensure that the building is well cared for and work orders are clearly and quickly communicated. ● Inform appropriate personnel of problems with operation of appliances, plumbing, heating and electrical systems to ensure the site remains safe and operational. ● Maintain an environment of safety, security and loving respect for all guests, staff and volunteers that is conducive to respite and healing. ● Address challenging and potentially violent behavior while maintaining unconditional respect and care for all involved. ● 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 homelessness may be substituted. ● Ability to work effectively with shelter guests displaying a varying range of social behaviors. ● Ability to perform light administrative duties and navigate Google Suite. ● 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 more staff members, volunteers and partner agencies. ● Ability to meet our guests "where they're at" without judgment or prejudice. ● Flexibility, creativity, and resourcefulness are necessary skills to have in this job. ● 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. ● Have access to reliable transportation and be able to arrive on time each day. ● 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 Homeless Services programs.
<p>How to apply</p>	<ul style="list-style-type: none"> ● Fill out pre-interview application questions. Click here to access pre-interview questions. ● In addition, email your cover letter and resume to hire@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.

