



Job Posting

TITLE Substitute Shelter Coordinator

REPORTS TO Manager of Shelter Programs

JOB SUMMARY Interested in helping individuals and families experiencing homelessness find their pathway to self-sufficiency? Interested in occasional part-time work? Join our team! The Action Center is looking for an energetic, compassionate, and responsible person to provide substitute shiftwork in a unique shelter program. This 45-60 night stay shelter provides a safe haven for individuals and families experiencing homelessness through program support and case management.

CLASSIFICATION Part-time, non-exempt; This position is not routinely assigned a shift, but provides coverage when regularly assigned staff are unable to work. Coverage is most often needed on holidays and occasional weekends. Hours will vary depending on the shift covered.

Shelter Hours of Operation: Mon -Thurs 5pm to 7am
Fri - 5pm-8am
Sun – all day (24 hrs)

DUTIES/RESPONSIBILITIES

- Responsible for monitoring daily activities of shelter and providing support to residents staying in the shelter, including enforcing shelter policies and procedures, and maintaining records and daily logs
- Ensure safety and well-being of residents, resolve resident conflicts and ensure adherence to policies and procedures
- Attend to necessary operation tasks such as facility upkeep, completing non-resident house laundry, ensuring residents complete chores expected of them, supporting set-up of meals, and facilitating residents' daily entry and exits
- Provide resources from community service providers such as housing programs, employment assistance, mental health and educational institutions, in conjunction with case manager and manager of shelter programs requests
- Offer support and assistance with homeless specific issues to aid in resident self-sufficiency in conjunction with case manager and manager of shelter programs requests
- Assist with new incoming residents, including giving tours of the shelter, explaining procedures and distributing personal items
- Assist residents by encouraging their self-sufficiency, such as resume writing and job/housing searches
- Complete shelter communication log throughout shift, relaying pertinent shift information to case manager, manager and other shelter coordinators at the end of every shift
- Consult with the Manager of Shelter Programs in the event of crisis situations and emergencies

KNOWLEDGE, SKILLS AND ABILITIES

- High School degree or equivalent required
- One year experience in social work or related field required
- Residential experience, particularly in a shelter setting, preferred
- Excellent communication and organizational skills
- Effective problem solving skills
- Knowledge of strength-based perspective
- Ability to exercise initiative, judgment, flexibility and work independently
- Ability to maintain a safe, clean and positive environment
- Ability to maintain confidentiality and security of sensitive information
- Relate well to residents, staff, volunteers, and professional service providers
- Relate well to people with varied experiences and backgrounds
- Experience and/or knowledge in conflict resolution
- Ability to establish appropriate professional boundaries
- Basic computer skills

Email resume and cover letter to: jobs@theactioncenterco.org

Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

The Action Center is an equal opportunity employer