



Job Posting

TITLE 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 part-time work? Join our team! The Action Center is looking for an energetic, compassionate, and responsible person to work 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. The Shelter Coordinator support residents staying in the shelter; enforce shelter policy and procedures, maintain records, safeguard resident safety and contribute to the on-going positive environment in the shelter facility.

CLASSIFICATION Part-time; 20 hours/week; non-exempt; Sunday & Monday - 9pm to 7am

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