

# Shelter Support Specialist

## Position Summary

**Reports to:** Open Door Manager

**Schedule:** Monday-Friday, 1st Shift, 6:30am-2:30pm.

**Dégagé Mission Statement:** To reflect the love of Christ to all who come through our doors by building relationships and offering programs that foster dignity and respect.

**Dégagé Vision Statement:** For those we serve, we will be a community that overcomes obstacles, celebrates transformation, and realizes the full potential of all as children of God.

**Statement of Faith:** Employees affirm and accept the ministry of Dégagé to be a faith-based organization founded on the message and love of Jesus Christ and further affirm the mission statement of Dégagé as stated above. Employees will be asked to sign a Statement of Faith at time of employment.

### Core Values:

- See the Divine Spark
- Walk with
- Make Order out of Chaos
- Do what you say, say what you need
- Embrace Learning

### Professionalism:

- Shows up to work on time and remembers to faithfully clock in and out of scheduled shifts.
- Arrives to work in Dégagé dress code attire, along with an overall maintained appearance.
- Keeps work area clean and organized.
- Carries a friendly and helpful demeanor and attitude.
- Keeps a hospitable tone and language when talking with staff, guests, volunteers, vendors, and donors.

### Qualifications and Requirements:

- A strong commitment to Christ and to serving Him through word and deed.
- The ability to work with and encourage people from all areas of the social spectrum.
- The ability to set the example by treating those whom we serve with dignity and respect.
- The ability to convey with passion the goals and vision of Degage.

- The ability and desire to be a team player, working to fulfill the mission statement of Dégagé alongside other staff members.
- Strong time-management skills and multitasking abilities.
- Always maintains confidentiality, showing discretion and respectful communication.
- Efficient skills in active listening, crisis intervention, and trauma informed conflict resolution.
- Excellent interpersonal and customer service skills.

**Specific Responsibilities:**

- Maintain the everyday flow and operations of the Open Door Shelter, ensuring a safe and welcoming environment.
- Obtain accurate knowledge of all Dégagé services to provide helpful information to guests with excellent customer service.
- Use DOWD Core Homelessness Training and Restorative Practices Training appropriately in all guest interactions.
- Monitor all guest behavior and interactions, settling disputes as needed using appropriate training.
- Maintain a high standard of confidentiality while providing accurate and timely documentation.
- Maintain Standard Operating Procedures (SOP's) while demonstrating compassion and respect.
- Communicate daily concerns and specific events, notating details in Mission Tracker and debriefer.
- As appropriate, read and respond to Dégagé emails within each shift.
- Perform safety and support checks, monitoring the overall health of shelter and clients.
- Complete shift checklists as assigned, ensuring all duties are fulfilled before end of shift.
- Check in on guests' progress toward securing housing, encouraging them to meet with their advocate regularly.
- Complete additional administrative support and projects as needed.
- Attend monthly staff meetings, Open Door team meetings, and other professional development meetings as appropriate.
- Participate in staff development and training sessions when appropriate.
- Attend special events as requested.
- Willingness to provide flexible shift coverage as needed across the ministry.

**Commitment:**

This is an "at will" position. There is no length of tenure of employment implied or stated.

Within the hiring process, Dégagé conducts a pre-employment screening including a criminal background check and verification of work history.