



Support Specialist

Summary of Responsibilities: This is a support staff position that welcomes residents and guests and ensures that their needs are met by establishing a trusting relationship. The coordinator oversees the operations of Open Door Shelter and Heartside Landing residents by ensuring exceptional customer service, supervision, and maintaining a safe environment for guests, staff, and volunteers.

Reports to: Site Manager

Schedule: Full-Time; Friday through Tuesday; 3:00-11:00pm

Pay: \$19 per hour (raised to \$20 per hour after a good 90-Day Review)

The 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.

The 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:

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

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 ability.
- Always maintain confidentiality, showing discretion and diplomacy.
- Proficiency in Microsoft Office including Outlook, Excel, Word, PowerPoint, Teams, and other pertinent computer software.
- Excellent interpersonal and customer service skills.
- Additional education in social work, psychology, or a related field preferred
- Required skills include active listening, crisis intervention, and trauma informed conflict resolution.
- CNA, home care experience preferred, but not necessary

Specific Responsibilities:

- Answer all incoming calls and inquiries promptly and professionally.
- Maintain the flow in Shelter/Heartside Landing:
 - Ensure that guests receive excellent customer service.
 - Independently monitor activities on the floor to ensure a safe environment and arbitrate disputes among guests as needed using restorative practices.
 - Ask clarifying questions to ensure that guests are directed to the correct resource.
- Maintain a high standard of confidentiality while providing accurate and timely documentation.
- While treating all with dignity and respect, provide a safe, clean, welcoming atmosphere for all.
- Monitor the women's behavior and interactions with one another while using restorative practices
- Maintain Standard Operating Procedures while demonstrating compassion and respect.
- Clear and open communication of daily concerns and events and notate accordingly in Mission Tracker and debriefer
- Assign / Monitor patron voucher jobs and distribute vouchers with completion of tasks.
- Perform monitoring, support and safety checks to ensure the overall health of shelter and clients
- Carry out tasks such as restocking hygiene items, cleaning, laundering to maintain a safe and organized environment and ensuring all duties are fulfilled before end of shift
- Check in guests, open lockers, assign beds/linens, oversee shower schedule and facilitate usage of laundry room and maintain accurate data collection and documentation into Mission Tracker
- Encourage the guests to meet with the Advocates regularly and ask about their process of securing housing.
- Other administrative support as required to ensure effective operations including responding to emails and other communication within shifts
- Attend staff meetings, Open Door team meetings, and other professional development meetings as appropriate. Participate in staff development and training sessions when appropriate; including DOWD Core Homelessness Training. Attend special events as requested.
- Assist with projects as requested
- Ability and willingness to pick up shifts when needed
- Fill in, as needed, throughout the ministry

Schedule:

Schedule is noted above. Changes to this schedule for meetings, events, and other needs will be requested in advance.

This is a full-time hourly position. This is an "at will" position. There is no length of tenure of employment implied or stated.

Signature: _____ Date: _____