

Shelter Support Specialist (Part-Time Floater)

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

Reports to: Shelter Manager

Classification: Part-Time Floater

Shift: 1st Shift (7:00am-3:00pm) or 2nd Shift (3:00-11:00pm) availability

Schedule: This is a floater position with no set schedule. Must be available to pick up open shifts as needed. Minimum of 2 shifts per month required.

Compensation: \$19.00 per hour (raised to \$20.00 per hour after a satisfactory 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.

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 Dégagé.
- 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 maintains confidentiality, showing discretion and diplomacy.
- Proficiency in Microsoft Office including Outlook, Excel, Word, and 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

- 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 source.
- Maintain a high standard of confidentiality while providing accurate and timely documentation.
- While treating all with dignity and respect, provide a safe, clean, and welcoming atmosphere for all.
 - Monitor client 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, notating 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, and laundering to maintain a safe and organized shelter environment.
 - Check in guests, open lockers, assign beds/linens, and facilitate the usage of laundry room.
 - Maintain accurate data collection and documentation into Mission Tracker.
 - Encourage the guests to meet with the Advocates regularly and ask about their process with securing housing.
 - Other administrative support, as required, to ensure effective operations.
 - Attend 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.
 - Assist with projects as requested.
 - Demonstrate flexibility by picking up shifts as needed and filling in across the ministry.

Schedule:

This is a floater position with no set schedule. Must be available to pick up open shifts as needed. Minimum of 2 shifts per month required.

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

Signature: _____ Date: _____