Floater Shelter Support Specialist

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

Schedule: Part-Time Floater position. No set schedule. Must be available to pick up open shifts as needed (1st, 2nd, or 3rd). A minimum of 2 shifts per month is 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:
Schedule is noted above. Changes to schedule, if any, are communicated in advance.

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.

Signature: _____ Date: _____