

## **POSITION DESCRIPTION: SHELTER TEAM MEMBER**

Updated: Sept. 2024

Reports directly to Shelter Managers

### **PREFERRED QUALIFICATIONS:**

Certification or associate's degree in behavioral health.

Certified Peer Recovery Coach

1 or more years' experience working in an inpatient mental health / psychiatric setting

Prior experience working in a low-barrier shelter for homeless adults

Must have current Basic Life Support Certification (BLS) and proof of training for Narcan Adm.

Good physical fitness. Able to squat, bend, lift up to 60 pounds, climb stairs.

Shelter is operational 6:30 pm to 8:00 am 7 days per week. Flexibility in hours available to work is highly valued.

### **Skills:**

**Demonstrates the ability to clearly and effectively communicate information in a non-threatening manner to shelter guests.**

**Is respectful, courteous, and kind; works well with a wide range of different personalities.**

**Demonstrates patience and understanding when dealing with a variety of behaviors.**

**Recognizes escalating behavior of guests and works to deescalate the situation.**

**Monitors own behavior and is able to control self, thus helping to avert escalating behaviors.**

**Demonstrates the ability to establish appropriate personal boundaries with guests and others working within the shelter.**

Is organized and exhibits time management skills. Pays attention to detail.

Is observant, aware of surroundings, those within it, and safety of all.

Is flexible. Demonstrates the ability to function as a member of a team following shelter schedule and sharing workloads.

Respects and handles personal belongings of guests with care.

Respects church space and church staff.

Uses language (words, tone, and volume) that would be acceptable and respectful of both all persons and the space in which the shelter exists. Functions as part of the shelter team, understanding roles and responsibilities.

Demonstrates knowledge of the shelter's overall organization and chain of command.

Follows policy and procedure, as established for this shelter.

Is punctual. Arrives at assigned work times, ready to work.

### **General Description of Job:**

In general, the team member(s) must work together, be able to handle a wide range of tasks including but not limited to:

1. The check-in & check-out procedures for shelter guests.
2. Orientation of guests to shelter routine and environment.
3. Oversight, management of shelter environment after check-in. (observation of guests)
4. Enforcement of shelter policies – such as smoking breaks, bathroom surveillance
5. Regularly timed rounds among shelter beds during evening and night to see check guest conditions.
6. Management the security of the locked storage area for backpacks, meds, personal items.
7. As necessary serve evening food and beverages
8. As necessary distributes clothing and other available necessities as directed.
9. Laundering of bed linens, restocking supplies; assists with serving food for evening meal.
10. Must have necessary written skills and be able to complete shelter forms.
11. Communicating supply needs to Shelter Directors