

**15 Brook Street Shelter Support Staff
Job Description**

Job Title:	Shelter Support Staff
Department:	Housing/Operation
Shift(s):	<p>The shelter operates 24/7 and has three staffed shifts which occur:</p> <ul style="list-style-type: none"> • Day • Evening • Overnight <p>Staff are required to be flexible and may be asked to work outside of their assigned shift to meet the programmatic needs of the shelter, including the operations of the shelter:</p> <ul style="list-style-type: none"> • Participate in monthly all staff meeting • Participate in other agency meetings as assigned <p>Seeking part-time and per diem employees</p>
Immediate Supervisor:	Shelter Supervisor or designated YWCA NH Director

General Job Description:

Responsible for shelter services to include the safety and supervision of shelter participants, shelter property, meals served during your shift, and assigned volunteers. Support the intake and discharge of shelter guests.

Requirements:

1. Trustworthy, honest, and team player.
2. Ability to supervise shelter guests with dignity and respect at all times. Must engage them in positive interactions and troubleshoot problems as they surface.
3. Ability to handle communications with public, donors and volunteers via phone or in person in a professional manner.
4. Must be proficient in basic computer and technology functions
5. Able to maintain confidentiality with internal and external stakeholders.
6. Support and maintain sanitary conditions at all times in both dormitory areas, general areas, and food service areas.
7. Willingness to work flexible hours as needed, and handle emergencies which may occur daily, nightly, or overnight.
8. High School diploma or GED or commitment to obtaining GED while employed.

Essential Job Functions:

Function 1. Supervise shelter participants and shelter property during your shift.

- Shelter Support Staff is responsible for overseeing the activities of the shelter guests staying in emergency shelter. Support Staff will support and maintain a positive shelter environment, encouraging positive interactions that support the success of the participant. Support Staff will engage with guests in additional supportive activities outside of their individual health and safety needs. Staff will use professional and courteous language with participants at all times, and support their activities of daily living.
- Facilitate intake and exit process for incoming and outgoing shelter guests
- Provide support for volunteer activities when on your shift.
- Ensure with support the safety and security of the shelter during shift
- Maintain guest records and communicate with other staff and supervisors on their respective status
- Work with the shift supervisor to exit guests requiring immediate attention

Function 2. Oversee dining room during assigned times on your shift.

- Maintain order in the dining room by coordinating service time logistics.
- Keep any required records or documentation associated with served meals during shift
- Maintain the sanitation of all food service areas

All employees are expected to maintain a high level of professionalism in performing assigned duties and responsibilities and:

- Supports the Agency mission and philosophy of empowering women and eliminating racism and ensures that all work rules, policies and procedures are adhered to.
- Develops effective working relationships with staff and relates to staff, volunteers, guests and others in a friendly professional manner and provides excellent internal and external customer service.
- Establishes and adjusts daily schedule to maintain efficient workflow.
- Acknowledge with receipt of Personnel Policies and Procedures handbook and follow such polices including but not limited to agency safety policy, vehicle policy, IT policy, and attendance policy.