



## POSITION DESCRIPTION

Position Title: **Shelter Support Staff**

Reporting To: Director of Homeless Services

### JOB SUMMARY:

This position is responsible for assisting in shelter operations, safety and security, after-hours admissions, shelter up-keep, positive relations and treating all residents with compassion and respect.

### SPECIFIC JOB DUTIES:

- Assure the delivery of services to women and families who are homeless
- Respond to residents' questions and needs
- Maintain accurate, timely reporting of incidents involving residents
- Communicate residents' needs to the Case Manager and/or the Director of Homeless Services
- Maintain accurate, confidential, professional and up-to-date documentation of client activity as required for the Hourly Report as they happen on shift
- Assess and respond to resident crises or conflicts
- Assess the need for external assistance, i.e., contacting Case Manager, Director of Homeless Services and/or Easton 911 for law enforcement or paramedic assistance
- Manage conflicts as they occur, document conflicts and monitor resident incidents
- Resident drug and alcohol screening
- Assess and manage emergencies according to Third Street Alliance's emergency protocol
- Monitor the safety and security of Third Street Alliance, including Building Maintenance Security Checks and Residents Floor Rounds
- Actively participate in Shelter Staff meetings, training, and Third Street Alliance Staff meetings
- Note physical items that need repair and notify the Director of Administration
- Active, effective and professional interactions with volunteers as needed
- Represent Third Street Alliance in a professional manner at all times
- Maintain effective and positive working relationships with peers, staff members, volunteers and groups
- Coverage of 1<sup>st</sup>, 2<sup>nd</sup>, & 3<sup>rd</sup> Shifts when needed
- Complete shift specific duties as assigned

### REQUIREMENTS:

- Experience in working with at-risk populations (preferred)
- Able to pass background check
- Ability to work both independently and in a team environment
- Excellent communication skills, both oral and written
- Knowledge of and experience in supportive or peer counseling, crisis intervention, and conflict resolution techniques.

- Ability and willingness to intervene in and resolve resident disputes.
- Appreciation of sensitive confidentiality issues with demonstrated commitment to resident-centered practices
- Bilingual (preferred)
- **Be available on short notice**

**COVID-19 considerations:**

To keep shelter support staff safe, we provide face masks and hand sanitizer. Disinfection and sanitizing equipment and supplies are utilized regularly on site.

**About Third Street Alliance**

Our mission is to inspire and equip women, children and families to live learn and thrive. Our programs include shelter, rapid rehousing and support for women and children experiencing homelessness, as well as early learning classrooms for infants through elementary school-aged wrap around.

We value our employees and offer a competitive compensation package including paid time off, health, vision and dental benefits, child care discount, and tuition reimbursement program. Third Street Alliance is committed to seeking staff members with a variety of racial, ethnic, age, gender orientation, disability, and cultural backgrounds and spectrum of life experiences who can help the organization respond to current and future needs.