



Job Title: Seasonal Overnight Shelter Coordinator

Reports to: Seasonal Shelter Manager

Overview

Shelter Coordinator Staff are integral members of the frontline care team at each GSH shelter location. Seasonal Overnight Shelter Coordinators help ensure the running of a smooth nightly overflow shelter program in Montpelier. Coordinators help maintain a positive and welcoming shelter environment and assist individuals who have a history of homelessness, mental illness and/or substance use disorder. Under the supervision of the Seasonal Shelter Manager, this position will function as a member of the Good Samaritan Haven team, and adhere to all program guideline requirements.

Duties and Responsibilities:

- Monitor and maintain a high level of safety in the overflow shelter space by conducting nightly registrations, check-ins with guests, filing timely incident reports, as needed, managing and maintaining a quiet and orderly sleeping space for overnight guests, and leading an orderly morning guest departure process and clean up of the space.
- Performs general administrative functions such as nightly notes within the communication log, answering the phone and responding to in-person inquiries in a professional manner.
- Provides appropriate information and referrals for those in need.
- Provides crisis intervention as needed, including determining when it is necessary to involve other staff, agencies and or the authorities.
- Refer clients to Seasonal Shelter Manager who need assistance with housing and/or state benefit applications, scheduling medical/mental health appointments and transportation.
- Maintains written and oral communication of incidents in accordance with Good Samaritan Haven policies.
- Reports major incidents to the Seasonal Shelter Manager.
- Ensure completion/submission of all required reports as scheduled.

- Participate in regular check-ins and supervisory sessions with the Seasonal Shelter Manager to review the role, discuss assistance needed and identify priorities.
- Coordinate with community volunteers who may be providing meals or other services at the start of the overflow evening.
- Oversee the inventory and secure storage of all guest's belongings overnight; and return each guest's belongings to them in the morning.
- Support the motel outreach staff by delivering any needed essentials or meals to the motel staff.
- Perform other duties as required.

Skills and Abilities:

- Ability to be caring and compassionate
- Ethical and possessing personal integrity
- Possess strong human relations skills
- Ability to effectively communicate verbally and in writing
- Ability to perform word processing and data entry
- Ability to rapidly assess and evaluate situations
- Ability to multitask and manage time

Physical Demands and Work Environment:

- Ability to periodically lift, move, push, and pull items up to 30lbs
- Ability to stand or sit for extended periods
- Ability to walk short distances regularly
- Ability to move about on foot, kneel, crouch, and crawl
- Physical environment requires employees to possibly work both inside and outside in heat/cold, wet/humid, and dry conditions
- Noise level at the job site is usually moderate
- Ability to reach with hands and arms, talk, and hear
- Ability to type, reach, write on computer

Position Details:

Seasonal (Oct 1-May 31), hourly position, hiring for all shifts: 5:30 PM to 11:30 PM and 11:00 PM to 8:00 AM. Benefits include health, dental, and vision insurance, paid time off, a cell phone allowance, and more. Salary is commensurate with experience.

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace. We encourage candidates from diverse backgrounds and experiences to apply.

To apply: Email cover letter and resume to: info@goodsamaritanhaven.org