

Position Title:	Shelter Support Lead Coordinator
Department:	Shelter Operations
Reports To:	Shelter Manager



Overview

The Shelter Support Lead Coordinator is a support position to the Shelter Manager and is the primary point of contact for the shelter in the absence of the Shelter Manager. The Shelter Support Lead Coordinator works to administer and fulfill the mission of the shelter and maintains a safe, clean, and positive atmosphere at the facility. The Shelter Support Lead Coordinator will collaborate with the Shelter Manager and Director of Shelters & Facilities to ensure Shelter Support staff are well managed and closely aligned with the organization's community impact initiatives and ethic of care. They will oversee daily shelter management and some administrative and operational duties.

Duties and Responsibilities

- Provide guidance Shelter Support staff, and/or peer support individuals at a GSH facility in the absence of the Shelter Manager.
- Serve as staff mentor, training and advising staff to reach a high level of ethical and empathy-based care in their work.
- Accurately and thoroughly document all incidents involving shelter guests and staff.
- Provide intervention and de-escalation as needed, including determining when to involve other staff, agencies, or authorities.
- Perform general administrative functions such as noting within the communication log, and ensuring incident reports and grievances are filed and followed up on in a timely and thorough manner.
- Routinely review all required reports, logs, etc. as needed.
- Monitor and maintain a high standard of safety.
- Receive communications from shelter support staff regarding absences, such as sick leave, and communicate with shelter manager to adjust staffing or operations accordingly.
- Provide back-up support or substitute coordination to all staff when needed to maintain full shelter staff coverage.

- Organize, receive and distribute donated food/meals and other guest resources. Track volunteers and resource donations, in collaboration with others on the GSH team.
- Perform light maintenance/repairs and upkeep tasks at shelter site, as assigned by Shelter Manager and Director of Shelters and Facilities.
- Build guest relationships by using the “Do No Harm” approach.
- Report major incidents to the Director of Shelters & Facilities.
- Understand and uphold duties and responsibilities of the Shelter Manager role, including the rules and policies for clients, and maintain strict guest and staff confidentiality.
- Perform other duties as required, such as cleaning, assisting with guest moves, etc.

Supervision Received: The Shelter Support Lead Coordinator reports to the Shelter Manager and works in conjunction with the Shelter Support Relations Coordinator and collaboratively with all staff to ensure safe, welcoming, and efficient management of Good Samaritan Haven’s shelters.

Qualifications

- Two years experience working with unhoused populations or in a related social service or nonprofit agency preferred
- Must be self-motivated and capable of motivating others
- Reliability and punctuality
- Interest in and commitment to Good Samaritan Haven’s mission to provide emergency shelter and support services, stability, safety, and hope for people experiencing homelessness.

Skills

- Ability to be caring and compassionate
- Ability to de-escalate situations that may arise with guests
- 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

Competencies

- **Adaptability:** The ability to adjust to changes in the work environment, manage competing demands, and deal with frequent changes.
- **Empathy:** The ability to understand and share the feelings of individuals experiencing homelessness, providing compassionate and non-judgmental support.
- **Cultural Sensitivity:** Awareness and respect for the diverse backgrounds, cultures, and experiences of shelter guests, ensuring inclusive and equitable treatment for all.
- **Communication Skills:** The ability to clearly and effectively convey information, both verbally and in writing. Active listening is a key component.
- **Problem-Solving:** The ability to assess situations, identify challenges, and find practical solutions to meet the immediate and long-term needs of shelter guests.
- **Crisis Intervention:** The ability to respond effectively to emergencies, de-escalate conflict, and manage high-stress situations while maintaining safety for guests and staff.
- **Safety Awareness:** The ability to recognize and act on potential safety risks for guests, staff, and visitors, ensuring that the shelter environment is secure for everyone.
- **Collaboration and Teamwork:** Working cooperatively with other shelter staff and volunteers to ensure effective service delivery and a supportive environment for guests.
- **Boundaries and Professionalism:** Maintaining clear professional boundaries with shelter guests, while fostering an atmosphere of respect, trust, and confidentiality.
- **Attention to Detail:** The ability to focus on specifics, ensuring accuracy and thoroughness.
- **Conflict Resolution:** The ability to mediate disagreements between guests or between guests and staff, facilitating peaceful resolutions and promoting a harmonious shelter environment.

Position Details

- Full time position located in a shelter environment with shared office space.
- On occasion there may be a high degree of stress or crisis management.
- Evening and weekend shifts required

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

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace.

Employee Acknowledgement

Signature: _____ Date: _____

FOR HR USE ONLY

FLSA:	Non-Exempt (Hourly)
Reports to:	Shelter Manager
Supervisor/Manager:	N
Approved By:	Julie Bond, Executive Director
Date Approved:	