

Position Title:	Shelter Support (<i>FORMERLY SHELTER COORDINATOR</i>)
Department:	Shelter Operations
Reports To:	Shelter Manager



Overview

Shelter Support staff are integral members of the care team at the GSH shelter locations. Shelter Support helps run the shelter office, maintain a positive and welcoming shelter environment and assist individuals who have different barriers to stable housing. Under the supervision of the 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

- Perform general administrative functions such as notating within the communication log, answering the phone and responding to in-person inquiries in a professional manner.
- Monitor and maintain a high standard of safety with scheduled check-ins, conducting wellness checks, monitoring guests blood alcohol content (BAC) using the BAC device, and following Good Samaritan Haven policies in regard to this.
- Provide intervention as needed, including determining when it is necessary to involve other staff, agencies and or the authorities.
- Organize, receive donated food/meals, prepare and serve evening meals, and/or provide guests with emergency meals, as needed.
- Maintain written and oral communication of incidents in accordance with Good Samaritan Haven policies.
- Build guest relationships by using the "Do No Harm" approach.
- Report major incidents to the Shelter Manager and Administrative Team.
- Ensure completion/submission of all required reports as scheduled.
- Remain onsite and on location for the entirety of the scheduled shift.
- Participate in monthly check-ins and supervisory sessions with the Shelter Manager to review the work, discuss assistance needed and identify priorities.
- Routinely review all required reports, logs, etc. as needed.
- Perform other duties as required, such as cleaning, assisting with guest moves, etc.

Supervision Received: Shelter Support reports to the Shelter Manager, with additional guidance provided by the Shelter Support Lead Coordinator and Shelter Support Relations Coordinator.

Qualifications

- Experience working in a non-profit organization setting
- 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.
- **Patience:** The ability to remain calm and composed when working with individuals who may be experiencing emotional, physical, or psychological distress.
- **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.

Position Details

- Full time or part time hourly positions; first, second or third shifts in a shelter environment.

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: _____

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