Work Environment

Non-Congregate Shelter is a hotel site that is staffed seven days per week 24hrs/day to provide supportive services to homeless individuals and families residing in the program.

Description of Together
Our mission is to Prevent and End Hunger and Homelessness. We do this through strategic partnerships and collaborations.

We envision a community of prosperity where everyone experiences safe, affordable housing, food security, health, and wellness.

We value Hope, Dignity, Compassion, Excellence, and Diversity.

Due to COVID restrictions, the following safety protocols need to be followed:

- Wear facial coverings at all times.
- Practice good hand hygiene.
- Minimize staff/resident interactions that involve more than 15 minute and within 6-foot distance.

Position Title: NCS Guest Services Specialist

The schedule for this position is shift-based. Day shifts are from 7am-3:30pm. Swing shifts are from 3pm – 11:30pm. Overnight shifts are from 11pm – 7:30am. Shifts may change as needed to meet operational needs. Successful candidates must have ability to cover various shifts, including weekends and holidays. This position is a temporary, full-time position that is non-exempt and will run the duration of this Winter COVID 19 Project.

Department: Crisis Engagement

Supervisor: NCS Guest Services Lead

Responsibilities and Essential Duties:

- Provide supervision and monitoring of facility.
- Ensure that program residents’ basic needs (food, hygiene, shelter) are met.
- Make written notes to document resident activity.
- Document rounds, counts, and inspections on appropriate forms.
- Answer the telephone and the door/gate.
- Provide crisis intervention and conflict resolution.
- Document areas of concern on incident reporting formats.
- Conduct recreational and life skills activities for residents.
- Prep and turn over rooms for residents.
- Perform filing and other general office duties.
- Report maintenance needs to Director of Crisis Engagement.
• Drive on Agency business as needed.
• Comply with all Non-Congregate Shelter policies and procedures, including but not limited to: workplace safety, reporting work-related injuries, infection control and preventing potential safety risks for staff, residents and others.
• Other duties as assigned.

Knowledge and Skills:

• Ability to think and act quickly and efficiently in emergencies.
• Knowledge of issues related poverty, homelessness, mental illness, trauma, substance abuse, health issues, and older adults preferred.
• Ability to work successfully both independently and cooperatively.
• Ability to successfully and efficiently complete tasks in an environment with background noise and interruptions.
• Excellent customer service and strong interpersonal skills; ability to engage a diverse group of residents, team members and volunteers.
• Ability to exercise and model good judgment, teamwork and professionalism.
• Proficient in Microsoft Office Suite (Word, Excel, Outlook).
• Strong written and oral communication skills required.
• Detail-oriented, highly organized, able to manage multiple tasks and priorities, and set and meet goals and deadlines.
• Great crisis intervention skills and an ability to de-escalate escalated residents in a trauma informed manner.

Other Duties

Please note these job duties, responsibilities and activities may change at any time with or without notice.

Record keeping and confidentiality

• All information seen/heard at the Non-Congregate Shelter site is CONFIDENTIAL. This includes the site name and address and any information about residents or staff.
• Clock in and out daily.
• Complete daily documentation form for every shift.
• Do not take any information offsite.

Physical Demands

• Candidate must be able to bend, stand on a step stool, walk stairs and lift at least 25-45lbs.
• Carry and deliver meals.
• Ability to operate computer, phones, fax and printer.
• Move furniture to assist with set-up/take-down, including but not limited to tables, chairs, and cots.
Qualifications

Required Education and Experience

- High school diploma/GED and two (2) years supervision experience or equivalent education/experience substitute.
- Intermediate computer skills in Microsoft Word, Excel and Outlook.
- Possess a valid driver’s license and have access to a dependable means of transportation that is properly insured and operated in accordance with all laws. Agency insurer authorization is required.
- Ability to pass a criminal background check.
- Must maintain good relationships with consumers, co-workers, government and civic representatives, as well as community members within whom the Agency is transacting business and relate to them in a professional manner.
- Direct service experience with high risk/high need populations and/or history of employment in customer service required; Experience in a multi-service nonprofit is a plus.
- Oral and written fluency in both Spanish and English preferred.