

## **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.