



Position: Shelter Support Staff  
Reports to: Acting Program Manager: Emergency Men's Shelter  
Hours: Up to 40 hrs. Week  
Classification: Nonexempt  
Compensation: \$18.00 per hour; \$2.00 COVID differential  
Health Benefits: Eligibility based on hours worked  
Reviewed: 9/18/2020

**CFH's MISSION AND VALUES:**

Our mission is to partner with men & the community to create a path from homelessness to stable living. Our core values are relationship, community, empowerment, dignity & respect. These values embody how we work with the men, community and each other.

**OVERVIEW OF POSITION:**

Shelter Support Staff fulfill duties that ensure the men are treated in accordance with CFH values and mission. This position helps ensure systems are in place and utilized to keep these facilities operating in a structured and orderly manner. Shelter Support Staff assist with keeping the shelter spaces clean and organized, and ensure that activities, incidents, and needs of the shelter spaces and clientele are communicated to the appropriate CFH team members for assistance and follow-up.

**KEY RESPONSIBILITIES:**

- Build respectful relationships with shelter clients.
- Help foster and maintain a healthy culture of respect, empowerment and community where the men can move forward in their goals to achieve stability.
- Maintain a safe, smooth running shelter.
- Work with clients to maintain the grounds, cleaning schedules and other chores as needed.
- Assist with meals, following food safety protocols.
- Coordinate client sign-in, sleeping arrangement, blanket assignment, client orientation and responsibilities of the shelter, as well as shelter space and amenities.
- Conduct client intake and orientation to new clients as they arrive at the center.
- Monitor all client sleeping areas, bathrooms, kitchen, etc.
- Promptly deescalate any potential or actual conflict with clients.
- Complete staff log, enter client characteristics, complete incident reports and bed night data into database.
- Oversee cleanup of the shelter space and outside grounds each morning.
- Answer phone during each shift, read and respond to phone calls, emails, or log communications.
- Participate in regularly scheduled staff meetings
- Adhere to policy, procedures and employee handbook.

**QUALIFICATIONS:**

- Understanding (or commitment to develop an understanding) of the intricacies of homelessness.
- Experience, ability and willingness to work respectfully with culturally diverse people.



- Maintain boundaries, both professional and personal.
- Ability to be calming and helpful in difficult situations.
- Ability to enforce shelter rules, including maintaining a behavioral based, low barrier environment.
- Ability to work in a setting that can be highly stressful.
- Ability to work independently and with a team.
- Ability to interact with volunteers and provide leadership.
- Demonstrate the necessary attitude, knowledge and skill to deliver culturally competent services and work effectively in multi-cultural environment.
- Proficiency with email, calendar and word in Microsoft Office
- Strong commitment to CFH's mission.
- Ability to attend work regular schedule
- Current food handlers permit, or the ability to obtain within 14 days of hire.

**PREFERRED QUALIFICATIONS:**

- Crisis management experience.
- Data entry
- CPR/First Aid Training
- Familiarity with community resources for single adult men experiencing homelessness in King County.
- Access to reliable transportation and valid Washington State driver's license.

**PHYSICAL DEMANDS:**

While performing the duties of this job the employee is frequently required to stand and walk for extensive periods of time. Employees must be able to carry up to 35 pounds and must occasionally lift/carry/push up to 45 pounds.

**SHIFTS:**

- Days: 7:00am – 3:00pm
- Swing: 3:00pm – 11:00pm
- Overnight: 11:00pm – 7:00am