



Position: Shelter Support Staff Lead  
Reports to: Program Manager: Emergency Men's Shelter  
Hours: 40 hrs. Week  
Classification: Nonexempt  
Reviewed: 5/4/2020

### **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**

CFH's Emergency Men's Shelter Support Staff Lead is critical to furthering CFH's mission and values through the 24/7 low barrier emergency shelter program by guiding/mentoring staff on shift, ensuring documentation is accurate and complete, seeing that basic shift functions are carried out and communicating discrepancies to program manager for training and accountability purposes.

### **KEY RESPONSIBILITIES**

- Provide leadership and guidance to other staff around shelter rules, policies and procedures.
- Foster an environment of respect, empowerment and healthy community.
- Train shelter support staff to build healthy relationships and community with the men served.
- Monitor the shelter throughout the shift.
- Facilitate daily staff check-ins at the beginning and end of the shift.
- Seek opportunities to develop and/or improve internal systems and processes.
- Enforce agency and program rules, including the ban or bar policy.
- Autonomy to exit clients for up to 2 weeks as needed.
- Model appropriate shift behaviors to ensure staff are successfully fulfilling all duties of the job by:
  - Providing initial onsite training for new staff on the shift they oversee
  - Creating a healthy community by building relationships with clients through active engagement; both as a group and individually
  - Assigning duty stations and tasks to be completed on shift
  - Completing rounds/monitoring parking lot/following parking lot policy
  - Properly completing data collection and documentation
  - Following proper health and safety protocols, including participating in meal and cleaning needs
  - Deescalating and practicing trauma informed care
  - Maintaining organized shared work areas
  - Addressing grievances
  - Ensuring lunches and breaks are completed



- Establish effective communication with CFH's Emergency Shelter Program Manager including:
  - Bringing client, building, and program issues forward in a timely manner
  - Advancing training and development opportunities to shelter support staff
  - Reporting scheduling, meal and other concerns
  - Assisting with team course correction through case conferencing and team huddles to better equip team with tools/supplies necessary
- Collaborate internally across teams, primarily with shelter support leads, program manager, case management, human resources and I/T.
- Ability to flex schedule as needed for filling on call rotations.

### **QUALIFICATIONS**

- Strong commitment to CFH's mission
- Understanding of Trauma Informed Care principles
- Understanding of the intricacies of homelessness
- Ability to work well with men experiencing homelessness
- Energetic and forward thinking with high ethical standards and an appropriate professional image
- Demonstrated understanding and respect for the diverse viewpoints shared by communities about providing services to people experiencing homelessness
- Excellent interpersonal skills with strong ability to authentically listen and build collaborative relationships
- Experience, ability and willingness to work respectfully with culturally diverse people.
- Ability to think outside the box with creativity, ingenuity, and commitment to the mission.
- Flexible, adaptable, and works well under pressure
- Must react effectively in stressful situations and be able to effectively interact with clients in crisis
- Excellent organizational skills; accuracy and attention to detail required.
- Outstanding ability to organize self and others in an efficient, diplomatic and effective manner.
- Strong computer skills, with ability to work within databases
- Access to reliable transportation and valid Washington State driver's license.
- Ability to attend work regularly, including scheduled work time outside of typical office hours (evenings and weekends) and emergency after-hours responses

### **PREFERRED QUALIFICATIONS**

- College level classes toward a degree in social service
- Previous work experience in programs that work with high needs clients
- CPR/First Aid Training



## **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.

## **SHIFT**

- Swing: 3:00pm – 11:30pm