GENERAL ROLE DESCRIPTION
St. Peter/Mankato

Shelter Support Staff provide support to shelter residents during the evening, overnight, and weekend hours. A general summary of responsibilities includes providing a safe, clean environment, supporting and assisting guests residing in shelter, and documenting any safety/security concerns or rule violations.

STATUS: Part-Time, Non-Exempt – 15-39 hours per week, as agreed upon

AVAILABILITY REQUIREMENTS
Support Staff must be available for one weekend and numerous overnight shifts per month. Support staff shifts are evenings and overnights during the week, and all-day Saturday and Sunday (1st, 2nd, and 3rd shift).

AREAS OF RESPONSIBILITY

Essential Responsibilities/Functions

• Empower guests and provide support and crisis intervention through trauma-informed care.
• Ability to provide resource information or triage questions, for individuals and families we serve and to those who call shelter to apply/ask for information.
• Communicate necessary guest information to day staff to keep them informed.
• Follow and enforce Shelter Guidelines, Policies, and Procedures with Shelter Guests.
• Support and assist guests with their shelter needs as they arise (ex. questions, concerns, hygiene supplies, cleaning supplies, bedding, food and more).
• Maintain safety and security of shelter property, and report concerns to Shelter Manager/On-Call or to the authorities.
• Ensure the privacy and safety of other guests by not confirming identity of other guests, and by not allowing anyone other than guests, staff, case workers or law enforcement on the premises.
• Maintain the cleanliness of shelter through performing housekeeping tasks outlined in Staff Task Lists (ex. sweeping, mopping, disinfecting).
• Complete Shelter room checks with Shelter Manager as requested.
• Complete Shelter Inventory and organizational/shelter upkeep duties as assigned.
• Perform basic maintenance as needed (ex. changing light bulbs, plunging toilets) and report any major maintenance issues to Day Staff.
• Document in shift notes at least once per shift and complete proper documentation; including but not limited to call logs, task list checks off lists, incident reports, reasonable suspicion forms, and mandated reporter documentation/reporting duties.
• Ability to access and utilize the When I Work website for staff work schedules and be able to pick up/drop assigned work shifts as needed.
• Complete shadowing tasks as assigned when new team members join the support staff team.
• Attend regularly scheduled monthly meetings and trainings.
• Maintain positive, supportive and respectful guest relations.
• Support our focus on Diversity, Equity and Inclusion - this includes non-judgment of the ways that people may be different than you. Refrain from using slurs or other derogatory terms, gossiping or coming to conclusions based on race, gender identity, sexual orientation, primary language, religion, physical or mental ability or other ways that people that we serve or employ may be different than you.

Qualifications
• High School Diploma or equivalent.
• Strong organizational and communication skills.
• Ability to establish and maintain professional boundaries while working with clients.
• Ability to thrive in a flexible, fast-paced, and growth-oriented environment while maintaining a positive solution-oriented and client-centered approach.
• Experience in crisis intervention and problem solving with the ability to diffusing situations without heightening the conflict.
• As previously stated, ability to work at least one weekend and numerous overnight shifts per month.
• Understanding or willingness to train in areas such as trauma-informed care, diversity, equity, and inclusion.
• Ability to maintain confidentiality of guests.
• Strong interpersonal skills, ability to be compassionate and firm towards guests.
• Ability to accurately record information for required client and staff documentation while maintaining confidentiality and strong boundaries.
• Ability to navigate Microsoft Office products, specifically, Outlook email, Word and Excel.
• Reliable transportation to get to your designated work site in Mankato and St Peter, MN.
• Ability to lift 25 pounds independently.
• Ability to walk, climb or descend stairs, kneel, bend and twist.
• Ability to pass a criminal background check.

DISCLAIMER
Partners for Housing reserves the right to modify, interpret, or apply this job description as needed to meet the needs of the agency. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employment relationship remains at-will. These job requirements are subject to change to reasonably accommodate qualified disabled individuals.

ABOUT PARTNERS FOR HOUSING
Partners for Housing provides shelter for homeless families and individuals while helping them to secure economically viable, long-term housing. Deeply rooted in the community for over 30 years, Partners for Housing is seasoned in providing housing for vulnerable populations. The organization owns and operates several scattered site facilities that provide emergency, transitional, and permanent, affordable housing options to homeless and/or at-risk individuals and families in the St. Peter and Mankato areas.