

## **Shelter Staff**

### **Position Summary:**

The Shelter Team will report directly to the Shelter Advisor(s). The Shelter Team is responsible for the seamless delivery of after-hour services at Inn from the Cold (i.e. evenings, weekends, holidays, etc.). The Shelter Team is responsible for ensuring that the resident guests of the Inn from the Cold are provided with shelter, support and safety.

### **Primary Duties and Responsibilities:**

The Shelter Team performs a wide range of duties including some or all of the following:

- Build supportive relationships with families, seniors and singles staying with Inn from the Cold
- Communicate effectively with Family Support team and additional Inn from the Cold staff regarding client updates, interventions, client care, or additional support required and or requested by Family Support team after-hours for the resident families and seniors of the Inn from the Cold.
- Ensure the confidentiality and professionalism of any documentation, client information, or communications regarding the Inn from the Cold and its guests.
- Assist with the indirect supervision of after hours programming (respectful conduct and greeting of our partner agencies when they arrive, set up/ take down and recording of participation and attendance when necessary).
- Hold the resident families and seniors of the Family Emergency Shelter accountable to rules, parameters, and guidelines in as supportive and flexible of a manner as possible.
- Assist volunteers when needed and ensure that their efforts are appreciated and valued.
- Ensure all shift duties are done in a professional and timely manner (i.e., Daily chores, log notes, etc.)
- Enforce the facilitation of Inn from the Cold timelines (i.e. on time for registration opening and closing, breakfast and supper, evacuating floors between programs/ at end of day etc. All of the above duties must be completed respectfully, keeping in mind that some guests necessitate more flexibility than others.
- Facilitate registration when needed (i.e. guest sheet preparation, client assessment, general intake, ensuring guests are ready and following guidelines on Inn buses)
- Receive and transfer incoming calls and pass along messages when necessary.
- General security of the building (i.e. securing the doors, etc.).
- Punctuality

This position description reflects the general duties of the position, but it is not intended to be a detailed description of all duties that may be inherent in the position. The Shelter Team may be asked to perform other duties as required or assigned.

This position will start with part time hours at \$16.00 with the potential to move into a full-time position. Interested applicants please forward your resume and cover letter to Eme Baack (Shelter Advisor) at [eme@innfromthecold.org](mailto:eme@innfromthecold.org)

