



## **Hospitality House of Northwest N.C. Shelter Associate Job Description**

The Shelter Associate is responsible for assisting with the day to day operation of shelter services and works closely with the Executive Director, Lead Service Coordinator, Lead Shelter Associate and other Service Coordinators. This is a part time (24 - 32 hours per week) position that includes working overnights, weekends, and holidays.

There will be a 90 day provisional employment period. At the end of the provisional period, an evaluation will be completed and if the employment has been mutually satisfactory, the position will become regular part time.

### **RESPONSIBILITIES include but not limited to:**

- 1) Assist with the day to day shelter activities
  - Cover or arrange coverage for front desk during scheduled shift
  - Greet and assist residents and visitors to Hospitality House
  - Sign in volunteers, and any resident or non-resident during the day
  - Answer phone, field phone inquiries, direct phone calls to staff and/or take messages
  - Insure that all office space and common area is thoroughly cleaned daily
  - Maintain an adequate supply of all program forms in the file drawers
  - Copy forms and reports as needed or requested by Lead Service Coordinator
- 2) Assist with the day to day operation of shelter associates
  - Enforce shelter guidelines
  - Provide general support to residents and advise Service Coordinators of any special issues
  - Complete daily room inspections, document deficiencies, and lock doors in the PM
  - Check off daily resident responsibilities as completed
  - Maintain and keep current daily log sheet (includes all housing programs)
  - Distribute mail as requested
  - Complete intake and homeless verification for new residents
  - Complete nightly check-in procedures with current and new clients
  - Assist with other duties at the request of Service Coordinators, Lead Shelter Associate, Executive Director and Chief Development Director
- 3) Assist with the Bread of Life Program
  - Document all food boxes that are distributed, completing forms accurately
  - Unlock kitchen and food pantry when supplies/food needed and supervise the removal of any items when Food Service Coordinator is not available
  - Set-up for breakfast meal if scheduled for overnight shift
- 4) Assist with receipt of non-cash donations
  - Receive non-cash and cash donations

- Ensure that donor information is recorded for In-Kind Donations
- 5) Assist with volunteers and interns
    - Work cooperatively volunteers and interns
    - Orient volunteers and interns to job assignments
    - Make sure volunteers sign in/out on the Volunteer Sign In Log
  - 6) Assist with insuring that maintenance and repair needs of all facilities are addressed
    - Notify Facilities Manager of maintenance and repair needs
    - Contact Facilities Manager and/or Executive Director with any emergency maintenance and repair needs
  - 7) Assist with Fire and Safety Program for all facilities
    - Enforce no smoking / vaping inside, or anywhere on grounds other than designated smoking area
    - Insure that all doorways are fully accessible
    - Work with Facilities Manager to ensure safe storage and doorway access in the attic
  - 8) Participate in training
    - Attend initial orientation activities
    - Develop a working knowledge base about program policies and procedures
    - Participate in appropriate trainings in order to update skills and to acquire new skills
    - Attend and participate in required monthly staff meetings

**SUPERVISION:** The position requires the ability to work independently under the supervision of the Lead Service Coordinator. In addition, the Service Coordinators, Lead Shelter Associate and Executive staff may assign tasks to complete. This position also requires the ability to work with a diverse population, many of whom may present with challenging behaviors.

The individual in this position must be willing to enforce program guidelines. The primary supervisor for the position is the Lead Service Coordinator. Supervision is available as needed and to staff difficult situations. The Lead Service Coordinator will meet with the Shelter Associate on a regular basis for supervision, review of work, observation of skills and planning purposes. Performance is reviewed through observation, monitoring of records and documents, and job performance reviews.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Bachelors' Degree preferred
- Ability to work effectively with the homeless population
- Ability to work well with others and to be a team player
- Ability to work independently
- Strong verbal and listening communication skills
- Spanish speaker preferred
- Ability to follow and enforce program guidelines
- Moderate computer skills

## **AMERICANS WITH DISABILITY SPECIFICATIONS**

### **Physical Demands**

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Work Environment**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is exposed to weather conditions. The noise level in the work environment is usually moderate.

Hospitality House is an Equal Opportunity Employer.

### **APPLICANTS must submit the following:**

- Employment Application
- Resume
- Letter of interest highlighting relevant experience and why you want to work for a homeless services agency
- Contact information (including email, address, and phone) for at least three (3) professional references

### **SUBMIT completed application materials to:**

**Via email:** [sonya@hosphouse.org](mailto:sonya@hosphouse.org)

#### **Via Mail:**

**Hospitality House**

**PO Box 309**

**Boone, NC 28607**

**Attn: Sonya Hamby, Lead Service Coordinator**