



Job Description: Support Staff (Evening and Overnight)

Full-time and Part-time positions available
Supervisor: Site Coordinator
Starting at \$17.00/\$18.00 overnight

Date: March 2024
Prepared by: Project Organizer
Approved by: Executive Director

SUMMARY: Support Staff work as a team to carry out nightly operations at the Warming Center, Safe Bay, and other scattered site facilities serving people experiencing homelessness. More than a place to rest, these sites offer a source of hope, support and connection to other important resources. Support Staff ensure a safe, clean and welcoming environment for clients; maintain accurate, timely records and respect guest confidentiality; and help connect guests to outreach workers, housing navigators, and other service providers.

The *Warming Center* is an overnight drop in center operated cold months; *Safe Bay* is a secure parking lot for people living out of their vehicles that it operated in warmer months. Other innovative responses to homelessness are being developed. Chum is building a team of dedicated and compassionate people to staff these sites and make a positive impact on our community.

ESSENTIAL DUTIES AND RESPONSIBILITIES. Other duties may be assigned:

- Set up and prepare the facility for guests.
- Welcome guests, conduct screenings and intake, review program rules, and direct to services.
- Review and maintain logs of incidents at the facility, report crisis situations immediately and directly to supervisor.
- Ensure a sanitary environment and employ infection control measures.
- Actively monitor all areas of the facility to ensure the safety and well-being of all guests, employ problem-solving and de-escalation techniques to resolve conflicts.
- Maintain appropriate client records in accordance with federal, state, and local requirements
- Welcome and supervise volunteers.
- Accept and record donations.
- Clean the facility at the end of operations.
- Attend all job training and meetings.

JOB REQUIREMENTS:

- Must be dependable and demonstrate honesty and integrity while working independently without direct supervision and must have the ability to work in a team atmosphere.
- Ability to wear a mask for a full shift and maintain social distancing in case of respiratory illness outbreak.
- Ability to stay awake and focused for the duration of assigned shift.
- Patience, flexibility, and the ability to listen.
- Ability to enforce rules fairly.
- Ability to show up on time for assigned shifts and find your own replacement if needed.
- Reliable transportation to and from work.
- Ability to make decisions and be effective under pressure.

- Ability to maintain professional boundaries with guests, volunteers, and staff; and ability to respect confidentiality.
- Ability to work professionally and compassionately with people experiencing mental illness, physical disability, and/or drug and alcohol use disorder.
- Cultural humility and willingness to listen and learn from people of many different backgrounds.
- Ability to sweep, mop and carry out other cleaning tasks.

Education and/or Experience:

A High School diploma or GED required.

2 years' work experience preferred.

Previous histories of homelessness, incarceration or mental/chemical health challenges are an asset.

TO APPLY: Select link to complete online application.

[APPLY NOW](#)

CHUM is committed to a diverse workforce. BIPOC individuals and people with lived experience of homelessness are strongly encouraged to apply.