



## **Job Description: Warming Center Support Staff (Overnight)**

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

Date: September 2023  
Prepared by: Joel Kilgour  
Approved by: Executive Director

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**SUMMARY:** The Warming Center is a seasonal overnight drop-in center for people experiencing homelessness. More than a place of protection from the winter elements, it is also a source of hope and support, helping to connect people to much needed services.

Warming Center Support Staff work as a team to carry out nightly operations of the center, provide a safe environment for guests to rest and sleep, maintain accurate, timely data records, and ensure the cleanliness of the facility before and after operations.

The Warming Center will be operational from November 1. Training begins in October. Apply now to secure your position. Mandatory staff training and orientation.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned:

- Prepare the facility for guests – includes cleaning, beverage, and food preparation, and sleeping area layout.
- Welcome guests, conduct screenings and intake, review program rules, provide winter clothing and hygiene supplies, and direct to services.
- Review and maintain logs of incidents at the facility.
- Ensure a sanitary environment and employ infection control measures.
- Actively monitor guests and all areas of the facility while on duty to ensure safety and well-being, employ problem-solving and de-escalation techniques as needed.
- Maintain appropriate client records in accordance with federal, state, and local requirements, including the HMIS system.
- Supervise and assist volunteers.
- Clean facilities at the end of operations.
- Attend all job training and meetings.

## **QUALIFICATION REQUIREMENTS:**

**Must** have the ability to work with people experiencing homelessness in a professional and compassionate manner. 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.

### **Job requirements**

- Ability to stay awake and focused during overnight shifts
- Patience, flexibility, ability to listen, assertiveness and compassion.
- 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 composure in crisis incidents.
- Ability to communicate professionally and maintain confidentiality.
- Ability to maintain professional boundaries with guests, volunteers, and staff.
- Must pass a background check
- Strongly encouraged to be fully vaccinated against Covid-19 with proof of the same.
- Ability to wear a mask for a full 7- or 8-hour shift and maintain social distancing in case of respiratory illness outbreak.

Knowledge of or experience with homeless populations is preferred; lived experience of homelessness is helpful. Prior CPR and first aid training are not required but helpful.

### **Required Trainings**

- **Staff orientation.**
- Substance Use Disorder 101 and Opioid Overdose Prevention
- Mental Health 101
- Infection control
- Trauma Informed Care
- Conflict De-escalation

**TO APPLY: Select link to complete online application.**

**[APPLY NOW](#)**

*CHUM is committed to a diverse workforce. People of Color and people with lived experience of homelessness are strongly encouraged to apply.*