



**Job Description: Chum Support Staff – *St. Francis Apartments***

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Exempt: No  
Status: Part Time  
Salary: \$16.26/hour

Date: February 2023  
Supervisor: Director of Housing Services  
Created by: Amber Sadowski  
Approved by: John Cole, Executive Director

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**ORGANIZATION:** Chum is a 501(c)(3) organization whose programs serve more than 8,000 low-income, homeless, hungry, isolated, or otherwise marginalized community members each year.

**SUMMARY:** Support Staff is responsible for supporting the 24-hour operations of Chum services at St. Francis Apartments, providing a safe, supportive environment for residents.

Chum's St Francis Apartments offers housing and services to persons 55 years and older who have chronic homeless experience and may have a disability. More than just a residential location, St. Francis Apartments is a source of hope and support, helping persons to overcome residual effects of trauma through connection to much needed services, and community.

Mandatory staff training will be provided as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Greet tenants with compassion and kindness; check in with tenants during shifts to ensure their needs are being met.
- Welcome tenants and guests; check in all visitors and ensure program guidelines and parameters regarding visitors are followed. Maintain and oversee the visitor log; communicate with other staff regarding lease violations pertaining to visitor guidelines.
- Review program rules and expectations with tenants and guests.
- Promptly communicate with fellow St. Francis staff about any concerns that arise with residents or their guests. Identify guests who are predatory, violent, threatening, under the influence of or selling drugs/alcohol. Report to your supervisor. Work with team/security/police to ensure safety.
- Ensure lobby area is kept clean, organized and welcoming; during a lobby shift: sweep, mop, maintain coffee bar, organize/clean cooking counter and declutter as needed.
- Maintain incident logs.
- Provide information to residents regarding essential services, including connecting them with the Care Coordinator and educating them about Chum and community resources.
- Plan and deliver engaging community building activities for tenants, such as but not limited to: games, puzzles, crafts, movies, etc.
- Assist with the distribution of basic needs items, medical supplies, clothing, and mail.
- Monitor laundry room use, including communicating any maintenance needs to supervisory staff.
- Encourage and enforce St. Louis County health guidelines, especially as they pertain to preventing the transmission of Covid-19.
- Actively monitor tenants, especially guests, to ensure safety and well-being of all. Complete walk throughs of the St. Francis premises when double staffed.

- Employ problem-solving and de-escalation techniques as needed.
- Inform Supervisor of problems or issues that need attention.
- Call 911 for emergencies; coordinate with responders.
- Other duties as assigned.

### **QUALIFICATIONS:**

- Have patience, flexibility, ability to listen, assertiveness and compassion.
- Be dependable; demonstrate honesty and integrity. Reliably show up on time for assigned shifts; communicate with co-workers to find your own replacement if needed.
- Sustain composure in crisis incidents; ability to make decisions and be effective under pressure.
- Communicate professionally with participants, providers and others.
- Maintain confidentiality of residents.
- Maintain professional boundaries with tenants, guests, volunteers, and staff.
- Work independently without direct supervision and also in a team atmosphere.
- Knowledge or experience with low income & homeless populations preferred; lived experience of homelessness is helpful.
- Professional training in trauma-informed practices is helpful.
- Ability to stay awake and alert during overnight shifts.
- Be able to frequently lift and/move up to 25 pounds and occasionally lift and/or move up to 40 pounds.
- Be fully vaccinated and boosted against Covid-19; provision of proof required. Ability to wear a mask when required.
- Must pass a background check.

### **Certificates, Licenses, Registrations:**

- First Aid/CPR, Narcan Training (*Provided by Chum*)

### **SCHEDULE:**

- 8-hour shift
- Day and night shifts
- Holidays
- Weekends and Weekdays

### **EXPECTATIONS:**

- **Treat *all* program participants and tenants with consideration and respect, regardless of their behavior.**
- **Never use physical force or threats of violence. Call the police when necessary.**
- **Do not develop intimate personal relationships with any client/resident/guest.**
- **Abide by the program rules and be a lawful citizen.**

**TO APPLY:** Send cover letter and resume to [chum@chumduluth.org](mailto:chum@chumduluth.org) with “Family Shelter Advocate” in the subject line, or apply [here](#). Position open until filled.

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