



Job Description: Shelter Support Staff

Exempt: No

Supervisor: CHUM Center Coordinator

Salary Level: \$16/hour

Date: September 2022

Prepared by: Bradley Zwagerman

Approved by: Executive Director

SUMMARY: Responsible for Emergency Shelter/Drop-In Center services and other activities, as needed, by performing the following duties personally or through other employees and/or volunteers.

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

- Oversees program operations and works to insure peaceful activities for shelter/center guests.
- Respectfully and calmly asks unruly guests to leave the building. Works with police to ensure safety. Informs coordinator of problems or issues that need attention.
- Acts as receptionist to volunteers, donors, guests and the general public (both phone and face-to-face contacts).
- Maintains simple records, both on paper and on computer.
- Provides new guests with orientation and information to make their transition less stressful.
- Provides information to guests regarding the availability of meals, shelter and other essential services. Assists with guest services including distribution of hygiene supplies, laundry soap, mail, towels, etc.; monitoring laundry room use; supervising the storage of personal belongings; and other direct guest services as assigned.
- Specific evening, overnight and weekend duties include: cleaning floors, bathrooms, emptying trash, restocking bathrooms, washing windows, etc.
- Maintains appropriate behavior and treats guests with courtesy and respect.

QUALIFICATION REQUIREMENTS:

Language Skills: Ability to read, analyze, and interpret professional periodicals and governmental regulations. Ability to write reports and general business correspondence. Ability to effectively present information and respond to questions from individuals, groups of clients, and the general public. Ability to communicate with and gain the confidence of low-income persons of all ages and situations.

Mathematical Skills: Ability to add, subtract, multiply, and divide all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs. Ability to assist low-income clients with math-related problems.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Other Skills and Abilities: Self-motivation, mediation/negotiation, compassion, listening skills. Must be flexible, adaptable, and resourceful. Ability to lead people of all ages in recreation, game playing, and other activities focused on family fun. Ability to work on the floor, sit in small children's chairs, and lift preschool children when necessary. Ability to respond quickly to help children in an emergency.

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 required to talk, hear, stand, walk, sit in a low chair and sit on the floor. The employee is required to: finger, handle, or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl; and taste or smell.
- The employee must frequently lift and/or move up to 40 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing 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 works both indoors and outside year-round.
- The noise level in the work environment is usually moderate and occasionally noisy.

Full-time and Part-time positions available.

Schedules:

- **8-hour Shift**
- **Day & Night Shifts**
- **Holidays**
- **On Call**
- **Weekend Availability**

COVID Considerations:

Employees must provide proof of full vaccination and boosters against Covid-19.

Frequent Testing and Isolation of people with COVID

To Apply: Complete [this application form](#) or collect an application form from the CHUM office at 102 W. 2nd St. Duluth, MN. The position will remain open until filled