



RLC Warming Shelter Staff Position Description



Title Warming Shelter Staff	Compensation \$20.00 / hour with overtime pay. No benefits.
Position Type Part-time (1 to 4 nights per week) Seasonal (late October to late April)	Manager Warming Shelter Manager
Prepared by Bradley Perkins	Date prepared October 14, 2022
Description <u>Job Summary</u> <p>Staff members work generally from 10 pm to 7:30 am when temperatures are predicted to be below 32°.</p> <p><u>Primary Responsibilities:</u></p> <ul style="list-style-type: none"> • Operate shelter with another staff member (non-sleeping shift). • Welcome, care for, assist, protect, and manage patrons of the shelter. • Ensure patrons follow shelter Code of Conduct. • Check in and complete AKHMIS paperwork (as needed) for patrons. • Complete shift and incident reports. • Provide services and support to patrons, including food service. • Set up, put away and straighten up shelter for next shift (depending on other uses of downstairs hall). • Ability to simply listen to the shelter's patrons experiencing homelessness. • Follow our Guest Service Guiding Principles: <ul style="list-style-type: none"> <u>How We Treat Our Guests</u> <ul style="list-style-type: none"> • Have common courtesy. Seriously. • Be courteous and respectful to Guests of all stature and ages. • Go above and beyond to exceed Guests' expectations. • Provide immediate service recovery. Guest satisfaction is a top priority. • Make it worth our Guest's time to be in the shelter. • Seek out Guests contact. Be happy - make eye contact and smile! • Greet and welcome every Guests. Spread the spirit of hospitality. It's contagious! • Project a positive image and energy. Exhibit appropriate body language. • Thank every Guests. • Lift-up Guests in prayer or contemplation. • Develop and nurture our public image and community relationships. • Other related and necessary tasks and duties, as assigned. <p><u>Other Requirements</u></p> <ul style="list-style-type: none"> • Minimum GED diploma or equivalent, and experience commensurate with requirements of the position. • Current First Aid, CPR, AK Food Handler, COVID vaccination cards (will provided, if needed). • Ability to pass a criminal background check. 	

Training Provided (20 hours initial training, 3 hours monthly)

- Working with individuals experiencing:
 - homelessness;
 - joblessness;
 - food scarcity;
 - mental and physical health challenges; and
 - substance dependency / abuse.
- De-escalation and conflict resolution.
- Self-reflection and stress-relief techniques.
- Active participation in monthly staff debriefings and group analysis.
- First Aid, CPR and AED.
- Hazmat and blood-borne pathogens.
- Safe food handling, preparation, and service.
- Record keeping, including AKHMIS intake and validation.
- Juneau, state, and federal social service programs.
- Customer service.

Notes

None.