



POSITION: Shelter Staff

SUPERVISOR: Shelter and Safety Manager

CLASSIFICATION: Full-time, Hourly, non-exempt

LTHC MISSION: Lafayette Transitional Housing Center, Inc. (DBA LTHC Homeless Services) is a non-profit organization which provides housing, offers supportive services and other opportunities that will support housing stability for people who are experiencing homelessness in our community. Our mission is to provide housing and services to individuals, families and Veterans in Greater Lafayette who are experiencing homelessness so they may secure income and permanent housing.

POSITION SUMMARY: The Shelter Staff provide non-judgmental supervision, leadership, and support services to guests who are experiencing homelessness and are utilizing medical respite, night shelter, or interim housing at LTHC. They will meet our guests' needs with an empathetic approach and by using compassion, flexibility, respect, and dignity. They will create an atmosphere of good hospitality while interacting with anyone facing a housing crisis and using our supportive services to become housed.

ESSENTIAL FUNCTIONS

- Complete intake, orientation, and discharge of guests
- Contribute to a safe, dignified, respectful atmosphere by enforcing program rules, policies, and procedures
- Conduct regular bed checks and inside of shelter area, interact with guests in a positive manner
- Provide any necessary proactive crisis interventions
- Identify and ensure proper and timely documentation/notification of any safety concerns, emergencies, situations or general maintenance needs of the facility and grounds to ensure compliance with any and all safety, regulatory and health standards
- Ensure the facility is cleaned in a timely, thorough and efficient manner
- Submit reports to management, as needed, using daily logs, forms, google drive, email, and phone calls.
- Distribute necessary items to guests in need (i.e. toiletries, laundry soap...)
- Ensure all supportive services are available and used appropriately
- Deliver appropriate disciplinary action to guests who are in violation of Center's policies
- Maintain documentation/statistical information to generate monthly reports

ADDITIONAL RESPONSIBILITIES

- Maintain confidentiality of all guests enrolled in LTHC services
- Answer general questions from guests, staff and community in a friendly, courteous manner
- Maintain collaborations with other agencies
- Occasionally assist with emergency shift coverage on short notice
- Contribute to a positive work environment
- Follow company policies and procedures
- Attend monthly staff meetings (additional meetings as needed)
- All other tasks assigned by supervisor deemed necessary and is beneficial to the program and guests

QUALIFICATIONS AND REQUIREMENTS

- Associates degree in related field, preferred or high school diploma; or, a minimum two (2) years experience in a directly related field
- Serve as a passionate and informed advocate for ending homelessness
- Passion for Human Services and servant leadership
- Experience working within diverse communities
- Must possess the temperament that will tolerate working with guests who have a variety of difficulties who are actively in a housing crisis
- Working knowledge of community resources related to homelessness, preferred
- Ability to remain calm and focused in volatile situations. Demonstrated experience working in crisis intervention, preferred
- Ability to develop and maintain appropriate behavior/boundaries with shelter guests and staff members
- Ability to work independently and as a member of a team
- Understanding of harm reduction and how it applies to our guests and programming, preferred
- Mental Health, First Aid, Peer Recovery or any similar training for substance use disorder or mental health is strongly preferred
- Valid driver’s license, preferred. Must have/maintain vehicle liability insurance and provide copy for personnel file if operating a company vehicle
- Must maintain philosophy of the TEAM Approach (Together Everyone Accomplishes the Mission)
- Strong verbal and written communication skills

PHYSICAL REQUIREMENTS

To perform the essential functions of this job, the employee is regularly required with or without reasonable accommodation to remain awake, sit, stand, bend and reach with manual dexterity sufficient to operate standard office machines such as computers, fax machines, copier, telephones and other office equipment. May require lifting up to 50 pounds. Requires normal range of hearing and vision.

ACKNOWLEDGEMENT

Acknowledgement of this position description does not constitute a contract of employment. This position can be modified at any time for any reason by the management of LTHC Homeless Services.

Employee Signature: _____

Date: _____

CEO _____

Date: _____