

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Guest Services Staff
PROGRAM: Brother Francis Shelter
STATUS: Non-exempt/ hourly/ full-time, part-time, on-call
Days, evenings, nights
SUPERVISED BY: Program Manager
UPDATED: 4/15/16

JOB SUMMARY: This position is an integral member in the operations team of Brother Francis Shelter, a homeless shelter with supportive services. The program strives to provide its services 24 hours a day, seven days a week to up to 240 male and female guests nightly in a manner that facilitates guests' feelings of safety, trust and collaboration. While upholding the ideals of empowering shelter guests, this highly mobile position is responsible for the general welfare and safety of all shelter guests and fellow staff members.

QUALIFICATIONS:

Competencies: Demonstrated dependability, maturity and initiative. Ability to handle crisis situations and accomplish tasks assigned with minimal supervision. Excellent interpersonal skills. Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to shelter guests. Ability to relate positively to supervisor, fellow employees and all shelter guests. Flexibility to deal effectively with a variety of people, situations, problems and changes.

Education/Experience: High school diploma or GED required with one year work experience in customer experience.

Skills:

Committed to collaboration and shared decision-making is a key part of leadership style. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Demonstrated leadership, dependability, flexibility, and initiative. Must react effectively in crowded and stressful situations. Ability to provide supervision and training to guest volunteers, interact positively with other CSS staff members and clients. Appropriate interpersonal, written, and verbal communication skills. Team building skills. Ability to type on the computer. Knowledgeable in most Microsoft Office applications. Logistics skills in order to facilitate smooth operations of the shelter.

Duties & Responsibilities:

Guest Services

- Provide for the general welfare and safety of shelter guests and staff, and crisis intervention
- Provide referrals when necessary
- Focus on preventing further crisis and avoiding retraumatization
- Facilitate choices, autonomy, self-determination of the guests

Program Administration

- Assure the smooth functioning of shelter services throughout shift.
- Complete routine safety checks.
- Ensure all paperwork and reports are completed and submitted in a timely manner.

- Serve as direct supervisor of In-House Program participants working during assigned shift, overseeing that participants are meeting their goals in the In-House Program
- Ensure all necessary information is passed to subsequent shifts

Community Engagement

- Route calls to specific people
 - Take and relay messages
 - Answer inquiries about the shelter and its services
 - Greet guests and visitors warmly and make sure they are comfortable
 - Ensure no one is left waiting at the front door
 - Ensure the front desk area is tidy
 - Give visitors badges and direct them to where they can sign in
 - Process donations from the community
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- Other duties as assigned.

Physical Requirements: Must be able to lift up to 25 pounds.

Training Requirements: Agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens. Attend all staff meetings and in service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____