

The Beacon on Brook Street Shelter for Women



Position Title:	Shelter Support Staff – Overnight
F.L.S.A Status	Part-Time Hourly position based at 10 - 30 hrs./wk.
Reports to:	Beacon on Brook House Manager
Updated:	November 2023

WHO WE ARE:

Light of Life Ministries is a non-profit, faith- focused organization. We strive to share the love of Jesus through our multiple programs that address the needs of women in crisis due to sexual exploitation, substance use disorder, homelessness, interpersonal violence and other traumas. We understand that to stabilize and strengthen in independence and resilience, these women require that all areas of their life be addressed, and it takes a community of committed partners to do that. We are blessed to have those partners.

Our internal continuum of care model includes intentional access points where we care for women who are in need of emergency shelter, living outside, residing in unstable environments, attending our walk-in support center or living in our transitional housing program.

Beacon on Brook Street (The Beacon) is our newest program opening in January 2024! The Beacon is a housing first model, low barrier, emergency shelter for women and children who are experiencing homelessness.

GENERAL DESCRIPTION

Shelter Support staff provide support to shelter clients during the evening and overnight. A general summary of responsibilities includes providing a safe, clean environment, supporting and assisting guests residing in the shelter, and documenting any safety/security concerns or rule violations.

This is a Part-Time, non-exempt 10 – 30 hours per week as agreed upon.

DUTIES AND RESPONSIBILITIES:

- Empower guests and provide support and crisis intervention through trauma-informed care.
- Ability to provide resource information or triage questions, for individuals and families we serve and to those who call shelter to apply/ask for information.
- Communicate necessary guest information to day staff to keep them informed.
- Follow and enforce Shelter Guidelines, Policies, and Procedures with Shelter Guests.
- Support and assist guests with their shelter needs as they arise (ex. questions, concerns, hygiene supplies, cleaning supplies, bedding, food and more).
- Maintain safety and security of shelter property, and report concerns to House Manager/On-Call Staff or to the authorities.
- Ensure the privacy and safety of other guests by not confirming identity of other guests, and by not allowing anyone other than guests, staff, case workers or law enforcement on the premises.
- Maintain the cleanliness of shelter through performing housekeeping tasks outlined in Staff Task Lists (ex. sweeping, mopping, disinfecting).
- Complete Shelter room checks with Shelter Case Manager as requested.
- Complete Shelter Inventory and organizational/shelter upkeep duties as assigned.
- Perform basic maintenance as needed (ex. changing light bulbs, plunging toilets) and report any major maintenance issues to Day Staff.
- Document in shift notes at least once per shift and complete proper documentation; including but not limited to call logs, task list checks off lists, incident reports, reasonable suspicion forms, and mandated reporter documentation/reporting duties.

- Complete shadowing tasks as assigned when new team members join the support staff team.
- Attend regularly scheduled monthly meetings and trainings.
- Maintain positive, supportive and respectful guest relations.

Qualifications

- High School Diploma or equivalent.
- Strong organizational and communication skills.
- Ability to establish and maintain professional boundaries while working with clients.
- Ability to thrive in a flexible, fast-paced, and growth-oriented environment while maintaining a positive solution-oriented and client-centered approach.
- Experience in crisis intervention and problem solving with the ability to diffusing situations without heightening the conflict.
- As previously stated, ability to work at least one weekend and numerous overnight shifts per month.
- Ability to maintain confidentiality of guests.
- Strong interpersonal skills, ability to be compassionate and firm towards guests.
- Ability to accurately record information for required client and staff documentation while maintaining confidentiality and strong boundaries.
- Ability to navigate Microsoft Office products, specifically, Outlook email, Word and Excel.
- Reliable transportation to get to Beacon on Brook Street Shelter.
- Ability to lift 25 pounds independently.
- Ability to walk, climb or descend stairs, kneel, bend and twist.
- Ability to pass a criminal background check.

To apply: Submit a resume and cover letter to Kristie McKenney at kristie@lightoflifenh.org with subject line: OVERNIGHT STAFF

NOTE: The purpose of this job description is to provide a concise statement of the work elements of the position, and to organize and present the information in a standard way. It provides as much detail as is necessary to distinguish the position for all others. It is not intended to describe all the elements of the work that may be performed by every individual in this classification, nor should it serve as the sole basis for Human Resource decisions and actions. Light of Life Ministries is an equal opportunity employer and is committed to the belief that each individual is entitled to equal employment opportunity.