

Holy Family Catholic Community

Position Title: Warming Shelter Associate – Full-time Seasonal
Supervisor's Title: Warming Shelter Coordinator

Status: Non-Exempt
Approval Date: September 6, 2023

Job Summary:

The Holy Family Warming Shelter Seasonal Associate is responsible ensuring the provision of a safe, welcoming, and supporting environment for individuals experiencing homelessness during the cold winter months with compassion, empathy, dignity, and respect. This role involves assisting in the daily operations of the shelter.

Working Conditions:

The Warming Shelter Seasonal Associate will work on-site at the Holy Family Catholic Community Warming Shelter during the designated shelter season from November 1 through April 30. This role will require late-night, evening, and weekend hours to accommodate the shelter's operational schedule. The associate will interact with guests, staff, volunteers, and community partners in a dynamic and sometimes challenging environment. This is a seasonal position from November 1 through April 30.

Knowledge, Skills, & Abilities:

K: Knowledge

1. High School diploma or G.E.D certificate
2. Passion for helping others and making an impact in the community.
3. Supervisory experience required.
4. Working knowledge in MS Office products.
5. Working knowledge of office technology.
6. Must have a valid driver's license for the State of Wisconsin.
7. Familiarity with local community resources and social service agencies.
8. Knowledge of Catholic Social Teaching preferred.

S: Skills

1. Professional working attitude and collaborative approach.
2. Strong verbal and written communications skills.
3. Strong organizational skills.
4. Conflict resolution and mediation experience preferred.
5. Prior experience working with individuals experiencing homelessness or vulnerable populations.
6. Strong interpersonal and communication skills with the ability to collaborate effectively with diverse groups.
7. Compassion, empathy, and a commitment to serving those in need.
8. Organization and time management skills to handle multiple tasks and responsibilities.

A: Abilities

1. Ability to multitask and prioritize.
2. Ability to make decisions, be attentive to details, and troubleshoot.
3. Ability to maintain confidentiality.
4. Ability to work flexible hours, including evenings and weekends, as needed.

Duties and Responsibilities:

Program Management

- Execute the day-to-day operations of the Warming Shelter program in alignment with the mission and values of the Holy Family Catholic Community.
- Create and maintain a safe, comfortable, and welcoming environment for shelter guests.
- Enforce shelter policies and guidelines to ensure the well-being and safety of all individuals utilizing the shelter.
- Ability to cover shifts as needed.
- Mandatory Reporting for any suspected child/elder abuse, neglect, or exploitation.

Staff and Volunteer Coordination

- Provide support to volunteers, fostering a positive and collaborative working environment.

Guest Services

- Interact with shelter guest respectfully and compassionately, maintaining their dignity and treating them with empathy.
- Execute the intake process, including registration, assessments, and record-keeping.
- Address guest concerns and needs promptly, coordinating with relevant resources or agencies as necessary.
- Execute the routine cleaning of the Warming Shelter.
- Facilitates snacks and meals.
- Report complaints made by guests to the Director of Human Concerns, and ensure guests complete a formal complaint form if the situation cannot be immediately resolved.

Resource Management

- Monitor shelter supplies and inventory, ensuring the availability of essentials such as bedding, toiletries, and warm clothing.

Data Management and Reporting

- Maintain accurate records of shelter guests, services provided, and relevant statistics.

Emergency Preparedness

- Implement emergency response protocols to address situations such as inclement weather, medical emergencies, or safety concerns.

Other

- Other duties as assigned.

ADA Physical Requirements:

- The employee is regularly required to sit, stand, walk, talk and hear.
- The employee is frequently required to sit for extended periods; use hands; reach with hands and arms.
- Close vision required for paperwork and computer.
- Able to utilize computer keyboard, monitor, and telephone.
- This role functions in an office environment and uses standard office equipment.
- Ability to lift 50 pounds.

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.

Nature of Supervision Received:

Supervision will be minimal, after initial training.

Judgment Exercised/Decisions Made:

Employee is expected to take initiative and make decisions based on the mission and vision of parish and direction from the Pastor.

Number of Employees/Volunteers Supervised:

None

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.

Employee Signature - _____

Date - _____