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**Shelter Staff Coordinator**

*Schedule: 7AM-7PM or 7PM-7AM*

*Reports To: Shelter Staff*

*Compensation: $18.00/hour*

Valeo combats poverty and homelessness in Pierce County by recognizing that ending homelessness is going to take work. Increased access to employment, comprehensive case management, support services, housing navigation, more housing stock. The needs are vast. Homelessness is pervasive, and it is complex. With the challenges COVID-19 has presented, Valeo has been tasked with a rapid response to our community crisis. With an increase in homelessness and a shortage of shelter, we have partnered with Metro Parks Tacoma and City of Tacoma to launch temporary warming shelters to make up for the lack of seasonal expansion shelter beds usually offered by local shelters. To operate multiple shelter locations through the cold winter months, we need additional Shelter Staff to assist with daily operations.

The primary role of the Shelter Staff is to use strong interpersonal skills to create a positive environment for shelter guests while ensuring a safe environment for all. Candidates with experience in de-escalation, crisis intervention, and trauma-informed care models are preferred, and additional, ongoing training will be provided as part of the job. Additionally, Shelter Staff assist with keeping the shelter spaces clean and organized, and ensure that activities, incidents, and needs of the shelter spaces and clientele are communicated to the appropriate team members for assistance and follow-up.

**Shelter Aide Duties**

*The essential functions include but are not limited to:*

* Maintain a safe, supportive environment within the shelter
* Monitor facility to maintain safety of guests and Metro Parks facilities
* Assist guests with shelter routines
* Read and understand all Standard Operating Procedures (SOP’s)
* Help guests work through conflict with others living in the shelter
* Follow CDC congregate living shelter health requirements, cleaning and disinfecting regularly
* Communicate observations and interactions with guests to shelter management through documentation in daily log
* Assist with meal serving as needed
* Intervene in guest crisis, using crisis line and other emergency contacts when needed
* Complete incident reports for each issue as needed
* Assist guests with access to services provided in the community
* Participate in bi-weekly staff meetings and relevant trainings as required, as well as inter-agency groups that provide assistance and advocacy to homelessness
* Adhere to agency policy, procedures, and professional code of ethics
* Complete all duties as assigned. Other duties as required

**Preferred Qualifications**

* Associate of Arts Degree, in Social Work, Psychology, Human Services, or other related field preferred
* One year experience working with homeless population An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.
* Qualifications
* Ability to maintain clear personal and professional boundaries
* Ability to work effectively in constantly changing and sometimes demanding or chaotic environment
* Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, physical and/or mental illness
* Ability to remain alert and on duty throughout duration of shifts
* Ability to respond calmly and responsibly in emergency and crisis situations
* Ability to communicate well both orally and in written form and follow detailed instructions
* Basic computer skills including the use of Windows Office Suite programs
* Ability to accurately record information for required client and staff documentation
* Ability to effectively interact with clients, co-workers, and volunteers with diverse ethnic and cultural backgrounds and treating each individual with respect, dignity, and compassion
* Physical ability to lift at least 35 pounds on a regular basis; ability to sit, stand, bend, reach, and perform light cleaning duties
* Current food handlers permit, or ability to complete food handlers training immediately after hire

*Valeo is an Equal Employment Opportunity Employer and does not discriminate and is open to all qualified candidates, regardless of race, color, gender, sexual orientation, religion or national origin*