



Job Description

Job Title: Shelter Support Staff

Reports To: Shift Lead

Revised: 8/17/22

Description of Work:

The Shelter Support Staff position is responsible for general shelter oversight, greeting and supporting shelter guests, housekeeping of common areas, facilitation of guest unit turnovers, and for a variety of record keeping and interpersonal tasks. KRM adheres to all State and Federal mandates regarding shelter care and facilitates the safe operation of the shelter.

Essential Functions:

- Provides direct support and encouragement to shelter guests using a trauma-informed and Christ-centered restorative approach of communication.
- Coordinates closely with the designated Shift Leader to ensure essential tasks are completed during shift.
- Works in direct collaboration with all KRM staff providing feedback and suggestions regarding how best to support facility safety, and efficiency.
- Provides varied documentation including unit/roster updates, incident reports, daily log entries, and other relevant documentation.
- Maintains cleanliness of shelter common areas including shared office space, conference rooms, staff restroom, and parking lots.
- Participates in weekly all-staff meetings to share insights, make suggestions and contribute to the team.
- Completes weekly guest unit/maintenance checks using the maintenance Safety Check List to ensure the safety of units and provide coaching to guests re: cleanliness and organization of space.
- Completes tasks related to guest unit turnovers to include bagging up items left behind, cleaning restroom and kitchenette, making beds, and preparing rooms for incoming guests. Deep cleaning is provided by our contracted cleaning company.

- Maintains a consistently clean and orderly shelter.
- Participates in the daily serving of meals to guests.
- With support from the Security personnel, ensures that no unregistered guests are on the shelter premises.
- Reports any concerns, problems or other pertinent information that occurred while on duty to the designated Shift Leader and/or oncoming staff member during shift change.
- Contacts the KRM Program Director immediately in the case of emergency or critical incidents such as fire, evacuation, police intervention, 911/EMS, mental health, medical emergency, or when residents appear to be a danger to themselves or others and completes a written Incident Report.
- Using a trauma-informed approach, models respect and compassion to all guests, staff, and volunteers providing a pro-active approach to problem solving.
- Participates in ongoing trainings as required.
- Actively supports and models the Kitsap Rescue Mission's values and vision by representing the organization in a positive manner.
- Must be willing to perform other duties as assigned.

Requirements:

- Have a personal relationship with the Lord, Jesus Christ, and a credible testimony to the same.
- Understands and adheres to state and federal confidentiality regulations including HIPAA.
- Models "service to others", professionalism, respect, emotional maturity, compassion and patience toward all peers, staff, volunteers, and guests.
- Supports and is sensitive to a work culture of inclusivity, equity, and cultural diversity.
- Must have the ability to cope well in a sometimes-stressful environment and not "buy into" the perceived crises of others.
- Must have good literacy skills including the ability to gather, document, and report information clearly.
- Must have a personal self-care routine that contributes to a professional and healthy work culture, and which supports compassion, accountability, open communication, and respect.
- Possesses and demonstrates excellent personal integrity
- Demonstrates a courteous and Christ-like manner with guests, volunteers, co-workers, internal and external agencies, and the community at large.
- **If you are a person in recovery from addiction, a minimum of 2 years clean and sober is required to qualify for employment at KRM.*

Kitsap Rescue Mission is a 501(c)(3) nonprofit, evangelical Christian Ministry. As such, employees are in agreement with the Mission's Statement of Faith and adhere to the policies in the Mission's Employee Handbook and other guidelines set forth by the Executive Director.

By signing below, I am confirming that I have read and understand my Job Description.

Employee Name

Date