

Operation Nightwatch

Job Description

JOB TITLE: Overnight Shelter Support
REPORTS TO: Dispatch Center Manager
SUPERVISES:
FLSA STATUS: EXEMPT: _____ NONEXEMPT: X

JOB SUMMARY

The Overnight Shelter Support ensures that clients are treated in a way that is consistent with our Christian foundation – with emphasis on fairness, honesty, dignity and respect. The position has primary responsibility for the safety, security and order within the overnight shelter and the immediate area outside of the Shelter. The Night Supervisor/Dispatch Security and the Dispatch Center Manager form the support group for the Overnight Shelter Support staff.

ESSENTIAL JOB FUNCTIONS:

(Responsibilities, Accountabilities, and Competencies; May not include all duties of this job)

Helping Homeless Clients

1. Before opening, monitor the area immediately surrounding the shelter for client presence in the neighborhood and communicate entry rules and processes with clients as appropriate.
2. At opening, monitor clients at the entrance door for proper entry tickets and control the flow of entry.
3. Be available throughout the shelter to assist clients and answer questions.
4. Monitor the Shelter and be alert to incidents as they are developing. Resolve any incidents that arise appropriately and compassionately.

Working with Staff

1. Work together as a team with staff to support overnight program clients and to accomplish the goals of the Shelter on any given night.
2. Works together with the Desk Supervisor and Dispatch Center Manager to respond to incidents, whether within or outside of the Dispatch Center or Overnight Shelter.

Building and Neighborhood

1. Monitors neighborhood for early arrivals before opening and lingerers at closing and takes appropriate action.
2. Ensures that the Overnight Shelter, including restrooms any common areas, are ready before opening, and tidy and fully stocked with necessary items prior to closing each morning.
3. Ensures that trash in the area (including but not limited to the perimeter of the building) is collected and properly disposed of each morning.
4. Performs other related duties as required including, but not limited to, opening and closing checklist tasks.

Administrative

1. Reports building maintenance problems and supplies needs on a timely basis.
2. Communicates information, as required, with the Supervisor and administrative staff.
3. Secures valuables (i.e. bus tickets, hygiene supplies, etc.) as appropriate.
4. Updates the Log each night regarding the night's activities.

5. Agrees to support and execute policy and procedural changes as required.

ESSENTIAL JOB QUALIFICATIONS:

(Any equivalent Combination of Knowledge, Skills, Abilities, Education, and Experience)

1. **Education:** High school diploma.
2. **Experience:** Experience working with people who are homeless and prior security experience.
3. **Other Qualifications:** Ability to work well in a chaotic environment. Communication skills as evidenced by the ability to express self clearly, both verbally and in writing.
4. **Vaccination against COVID -19:** Required for all employees.

Physical Requirements:

- | | | | |
|----------------------------|--------------|-------------------------|--------------|
| • Standing/walking: | Frequently | Sitting: | Frequently |
| • Lift/Carry | Occasionally | Push/Pull | Occasionally |
| • Climbing | Rarely | Bending/twisting | Occasionally |
| • Hands/Arms | Constantly | Sight | Constantly |
| • Speech/Hearing | Constantly | | |

Key: **Constantly** = over 2/3 time; **Frequently** – 1/3 – 2/3 time; **Occasionally** = 1/3 – 1/10 time
Rarely = less than 1/10 time **Never**

This Job Description reflects Operation Nightwatch’s best effort to describe the essential functions and essential qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

Employee Review: _____

Date: _____

Supervisor Review: _____

Date: _____