



Sitka Homeless Coalition: On-Site Caretaker

Organization: Sitka Homeless Coalition (SHC)

Location: Hítx'i Sáani Community, Sitka, Alaska (on-site housing included)

Reports to: Program Director (with backup: Executive Director)

Classification: Non-exempt, part-time; W-2 employee

Compensation: On-site housing + monthly stipend

Schedule: Residence-based presence with typical evenings/nights at home; no routine patrols; not required to remain on premises at all times.

Role Summary

The On-Site Caretaker provides a calm, reliable after-hours presence at Hítx'i Sáani. The role is intentionally limited. The caretaker's top priorities are to:

1. **Activate emergency response** by calling 911 and SHC on-call staff when urgent health, safety, or property issues arise;
2. **Assist with resident lockouts** according to SHC's key/lock policy; and
3. **Document and relay** after-hours incidents to day staff via SHC's incident report.

This is not a case management, security, or maintenance position. The caretaker does not enforce clinical or lease compliance beyond basic quiet-hours reminders and calling the appropriate responder.

Essential Duties

- **Emergency activation**
 - Call **911** for imminent risk to life/safety; stay available for first responders.
 - Call/notify SHC **on-call staff** per the posted escalation matrix.
 - For non-emergent disturbances, use calm, trauma-informed communication to request quiet hours/guest policy adherence and hand off to day staff.
- **Lockout assistance**
 - Verify identity per policy; follow SHC key/lock procedure for re-entry; log each event.
- **Incident documentation & hand-offs**
 - Complete a concise Incident Report for any after-hours call, disturbance, lockout, facility incident, or emergency.
 - Submit reports before 9:00 a.m. the next business day (or immediately after a serious event).
- **Basic facility awareness**
 - If alarms, water leaks, power issues, or fire panel alerts occur, follow the call tree and vendor contact list.



Response Triggers (What Counts as a “Response”)

Caretaker responds **in person** only when one of the following applies; otherwise phone-triage and handoff to on-call staff/911:

- **Health/safety emergencies:** Fire alarm, medical emergency, imminent harm, severe behavioral health crisis → call **911** and SHC on-call; meet first responders if on site.
- **Critical facility issues:** Active water leak, power outage impacting life safety, door/egress failure, alarm panel alerts.
- **Verified lockouts:** Identity confirmed per policy; re-entry facilitated and logged.
- Directed response by SHC on-call staff.

For noise/guest policy issues without immediate risk: use calm, trauma-informed phone contact if appropriate and document for day staff.

Boundaries (What This Role Does Not Do)

- No case planning, benefits enrollment, or clinical interventions.
- No entry to units except for verified lockouts, emergencies, or with proper notice per policy/law.
- No physical/“hands-on” interventions; no weapons.
- No routine maintenance beyond calling vendors/using posted shut-off procedures for safety.
- No transport of residents in personal vehicles.
- No handling of medications.

Coverage & Availability

- **Primary coverage: Overnights** (e.g., 10:00 p.m. – 7:00 a.m.).
- **Response expectation:** Assist with property management services by responding in emergency situations and situations involving resident lockout at the Hitx'i Saani Community.
- **Away time:** Provide **at least 7 days' notice** for any planned time away **exceeding 24 hours** so SHC can schedule a Safety Host or alternate on-call coverage. Emergency absences must be communicated **as soon as possible** by phone/text.
- **Substitution:** SHC will arrange relief coverage; caretaker may not designate substitutes without prior approval.

Timekeeping & Pay

- The monthly **stipend covers occasional after-hours assistance**, including brief in-person responses and incident reporting, consistent with the role's scope.



- The caretaker is **not required** to sit in an office, make rounds, or remain awake overnight.
- Response required only for the **Response Triggers** listed above.
- **Logging:** All after-hours contacts are logged (time, type, outcome).
- **Right-size clause:** If logs show sustained, material increases in workload, SHC may adjust the model (e.g., add a Safety Host block) after discussion with the caretaker to guarantee the role remains sustainable.

Training & Equipment

- SHC provides initial training (typically 12–20 hours) covering: role boundaries; emergency escalation; trauma-informed communication and de-escalation; key/lock policy; mandatory reporting; and incident documentation.
- SHC provides an on-call phone/line (or stipend), incident-report templates, and access to emergency supplies (e.g., lockbox, flashlights).

Qualifications

- Commitment to SHC's mission and a housing-first, trauma-informed approach.
- Ability to remain calm, communicate clearly, and follow protocols in urgent situations.
- Reliable presence on site; strong communication skills.
- Discretion and respect for confidentiality.
- Basic computer/phone literacy for submitting reports.
- Passes background check per SHC policy.
- Lived experience and cultural humility strongly valued; Alaska Native/Tribal engagement experience a plus.
- To avoid a conflict of interest and imbalanced power dynamics between clients, clients who have received SHC services in the past 2 years are not eligible for this position.

Compensation

- **On-site housing** at Hítx'i Sáani designated for the caretaker (provided as a condition of employment of SHC). Studio unit with bed, bathroom, kitchenette, heating, internet, etc...
- **Monthly stipend: \$1,050–\$1,250/month** for a single caretaker, inclusive of routine after-hours calls/lockouts and documentation.
- **Quarterly reliability bonus: \$300–\$500/quarter** for meeting availability/logging standards.
- **Safety valve:** If logs show **sustained high call volume** (e.g., >10 in-person responses/month on average for a quarter), SHC may convert to a retainer + per-call model or add limited paid duty hours to keep workload and compensation aligned. SHC will have weekly check-ins to collect feedback on the work.



Final amounts are stated in the offer letter and will comply with applicable wage & hour and tax rules.

Work Environment & Physical Requirements

- Able to remain on site during on-call windows (with reasonable accommodations as needed).
- Exposure to weather during brief outdoor checks

Equal Opportunity

SHC is an equal opportunity employer. We encourage applications from people with diverse backgrounds and lived experience. Reasonable accommodations are available for qualified applicants and employees with disabilities.

We value diversity and are deeply committed to fostering an inclusive environment where all individuals are welcomed and respected. To support this commitment, we provide reasonable accommodations to applicants and employees with disabilities. If you need any accommodations during the application process or in the workplace, please do not hesitate to contact us at sheltersitka@gmail.com at your earliest convenience. We are dedicated to ensuring that everyone has equal access and opportunity to succeed within our organization.

How to Apply

Send a brief note of interest, résumé, and 2-3 references to **sheltersitka@gmail.com** with the subject line “**Caretaker – Hítx’i Sáani.**” In your email, please share why this community-minded role is a good fit for you and your availability for after-hours coverage.