



Family Promise of Western New York

Job Title: Morning Shelter Assistant

Status: Full Time

Hours: Monday-Friday, 7:00am-3:00pm

Pay Rate: \$20.00/hour

Reports to: Shelter Manager

Family Promise of WNY is a family stabilization hub. We prevent and end homelessness for families with children. The Morning Shelter Assistant's role is to help support the front-line operations of the shelter, including assisting the families living in shelter, transporting families, assisting with shelter errands and helping maintain a safe, clean and supportive living environment. A successful candidate will be proactive, reliable, physically able to sustain a high-paced work environment that involves a lot of driving, able to prioritize multiple responsibilities, comfortable working with people in crisis and be ready to assist with a variety of hands-on duties. All candidates who apply must have a clean driving record and be comfortable transporting guests in our company vehicle in a variety of weather conditions.

Duties

- Visible and available to guests at all times, responding to their needs in a professional and compassionate manner utilizing a strengths-based, trauma informed approach
- Completes morning census and verifies who is in the shelter facility and which children went to school
- Manages the flow of the office, including answering phones, buzzing people into the shelter and acting as the first contact for all guests, visitors, community partners and shelter deliveries
- Drives guests to scheduled appointments in the company vehicle as scheduled or directed
- Runs errands for the shelter as needed
- Maintains the overall cleanliness and functionality of the company vehicles
- Keeps the shelter organized, including restocking bathrooms and organizing the guest kitchen, staff kitchen, front hallway, main office and shelter closets as assigned
- Performs light housekeeping duties to maintain shelter, including sweeping, shoveling/salting, watering plants, sanitizing frequently touched objects across shelter, and taking out garbage as needed
- Supports the progress of guests in our shelter by helping families complete applications, create resumes, complete employment and apartments searches and other duties as assigned
- Joins team in flipping empty rooms as needed
- Participates in meetings and training as assigned
- Completes other duties as assigned by supervisor or other managers in shelter

Skills and other Qualifications

- Associates degrees required
- At least 1-2 years of experiences working in human services field
- Able to lift 25+lbs
- Able to drive our transport van in a variety of weather conditions - must have a valid NYS driver's license, a clean driving record and be comfortable driving company vehicles
- Maintains professionalism at all times while dealing with guests, staff and visitors
- Compassion and patience for working with people in crisis
- Excellent communication skills for collaborating with team
- Good character and judgment decisions, including displaying behavior appropriate to a mentor who works in close contact with children
- Ability to pass several background checks related to child safety

Agency Expectations

- Demonstrates knowledge of the program, mission and services of FPWNY
- Complies with all policies and procedures in Employee Handbook
- Maintains client confidentiality
- Willingness to stay compliant with necessary certifications
- Immediately reports all suspected incidences of child abuse/neglect, suicidal ideation, medical emergencies or violent situations
- Is punctual and consistent in reporting for scheduled work shifts to assure coverage
- Complies with agency standards of conduct and professionalism
- Ability to work in an alcohol and drug free environment

To Apply: Go to <https://fpwny.org/jobs>