

Sheboygan County Warming Center - Staff Position

The Warming Center Staff position is a temporary role beginning in December and running through the end of April.

This position is responsible for supporting the check-in and check-out process at the Sheboygan County Warming Center (SCWC), a low-barrier rescue center open nightly from 6:00 p.m. to 7:00 a.m. The SCWC serves adults only, providing a safe place to sleep and a nightly meal. Two staff members are on duty whenever the center is open. Staff members provide overnight security, monitor the movement of guests to ensure compliance with center rules, and handle any situations that arise.

This role reports to the Operations Manager and requires the ability to work independently while prioritizing tasks and collaborating effectively with others. The staff member is also responsible for enforcing the rules of the Warming Center.

Key Responsibilities:

- Provide a welcoming atmosphere of warmth and hospitality to all guests, volunteers, and support staff.
- Ensure daily operations and guidelines are consistently followed.
- Supervise and support homeless guests as needed.
- Maintain open communication with support staff, volunteers, and guests.
- Work directly with challenging guests to provide support, guidance, and advice.
- Address and resolve any issues or concerns involving guests, staff, or daily operations.
- Adhere to SCWS policies, procedures, and professional codes of ethics.
- Perform other duties as assigned.

Skills and Qualifications:

- Excellent interpersonal skills and the ability to relate well to others.
- Ability to work independently, prioritize tasks, and manage a fast-paced environment with a strong sense of urgency.
- Strong organizational and time-management skills.
- Effective oral, listening, and interpersonal communication skills; ability to communicate sensitively with all levels of management.
- Ability to handle and de-escalate challenging situations using appropriate techniques.
- Flexibility and adaptability in shifting priorities as needed.
- Ability to set and model appropriate boundaries while maintaining a calm demeanor in a chaotic setting.
- Highly motivated, resourceful, flexible, and possesses a positive attitude and sense of humor.
- Demonstrates compassion and empathy; works well with individuals from diverse ethnic, social, economic, and sexual orientation backgrounds.