



Job Description: Safe Bay Support Staff (Overnight)



Status: Temporary; non-exempt

Date: June, 2022

Supervisor: Outreach Team Lead & SOU Project Organizer

Prepared by: Project Organizer

Salary: \$16/hour

Approved by: Executive Director

SUMMARY: Safe Bay is a secure overnight space for people experiencing homelessness and living in a vehicle. More than just a place to sleep safely and have access to a bathroom, Safe Bay provides hope and support, connecting people experiencing homelessness to much needed services.

Safe Bay Support staff are responsible for nightly operations, providing a safe environment for guests to rest and sleep, maintaining accurate, timely data records, and ensuring the cleanliness of the Safe Bay site and hygiene station. Duties may also include off site visits to other authorized outdoor villages for people experiencing homelessness.

Safe Bay, a pilot project of Stepping On Up (SOU), will operate early July through October 15. Safe Bay staff will receive first consideration for winter overnight positions at the CHUM Warming Center, which operates October 15-April 15.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

- Set up and take down the Safe Bay perimeter fencing and roadblocks.
- Welcome guests, conduct screenings and intake, maintain appropriate client records in accordance with federal, state, and local requirements.
- Review program rules and expectations with guests.
- Distribute hygiene supplies and water as needed.
- Manage hygiene station: ensure guests have access to showers during open hours; clean and restock between uses.
- Actively monitor all areas of the parking lot and hygiene facility for safety; ensure access is limited to staff, registered guests, authorized volunteers, service providers, and emergency personnel.
- Use problem-solving and de-escalation techniques as needed.
- Maintain communications with Duluth Police Department, site facility staff, and neighbors as needed. Review and maintain incident log.
- Assist with connecting guests to service providers (housing advocates, mental health workers, etc.) who will periodically be onsite; work with street outreach staff and the Stepping On Up Project Organizer to identify gaps in services.
- Welcome and supervise authorized volunteers.
- Ensure the Safe Bay site and perimeter are clean of trash.
- Attend all job trainings and meetings.

QUALIFICATION REQUIREMENTS:

Individuals must be confident and have an assertive manner; establish and set professional boundaries. Must have the ability to work with homeless individuals professionally and compassionately.

Must be dependable, demonstrate honesty and integrity while working independently without direct supervision, and must have the ability to work in a team atmosphere.

Job requirements

- Be fully vaccinated against Covid-19 and provide proof of vaccination.
- Patience, flexibility, ability to listen, assertiveness and compassion required.
- Ability to wear a mask when required.
- Ability to stay awake and focused during overnight shifts
- Ability to show up on time for assigned shifts and find your own replacement if needed
- Reliable transportation to and from work.
- Ability to make decisions and be effective under pressure and to work as a team with other staff and volunteers.
- Ability to maintain composure in crisis incidents.
- Ability to communicate professionally with participants, providers and others
- Ability to maintain confidentiality.
- Ability to maintain professional boundaries with guests, volunteers, and staff.
- Knowledge or experience with low income & homeless populations preferred; lived experience of homelessness is helpful.
- Professional training in trauma-informed and harm reduction practices is helpful.
- Must pass a background check.

Required Trainings

- Substance Abuse Disorder 101 and Opioid Overdose Prevention
- Mental Health 101.
- Safety Precautions for Covid-19 and Blood Borne Pathogens
- Trauma Informed Care
- Conflict De-escalation

TO APPLY: Fill out [this application form](#) and email to chum@chumduluth.org with “Safe Bay” in the subject line

*CHUM, fiscal agent of Stepping On Up, is committed to a diverse workforce.
People of Color and people with lived experience of homelessness are strongly encouraged to apply.*