



Job Description: Warming Center Support Staff (Overnight)

Part time: Temporary

Date: August, 2022

Supervisor: Site Coordinator

Prepared by: Joel Kilgour

Salary: \$16/hour

Approved by: Executive Director

SUMMARY: To help create a safe, caring, supportive environment for Warming Center guests. More than just a place of protection from the winter elements, it is also a source of hope and support, helping to connect persons experiencing homelessness to much needed services.

Warming Center staff work as a team to manage the nightly operations of the Warming Center, ensuring guest safety, maintaining accurate, timely data records, and cleaning the facility before, during and after operations.

The Warming Center will be operational from October 15, spring closing date will be determined by weather conditions. Mandatory training and orientation begins in September. Apply now to secure your position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following (other duties may be assigned):

- Prepare the facility for guests – includes cleaning, sanitation, beverage preparation, and sleeping area layout.
- Welcome guests, conduct screenings and intake, provide winter clothing and hygiene supplies, and direct to services.
- Review and enforce program rules and expectations with guests, employing problem solving and de-escalation techniques as needed.
- Review and maintain logs of incidents at the facility.
- Abide by and enforce CDC protocols against transmission of COVID-19 and other transmittable diseases.
- Actively monitor guests and all areas of the facility while on duty to ensure safety and well-being of all.
- Maintain appropriate client records in accordance with federal, state, and local requirements.
- Work closely with Site Coordinator, Outreach Workers and other community agencies in supporting guests.
- Clean facilities at the end of operations.
- Attend all job training and staff meetings.

QUALIFICATION REQUIREMENTS:

Individuals must be confident and have the ability to work with people experiencing homelessness, mental illness and substance use disorder in a way that is compassionate and professionally appropriate. Must be dependable and demonstrate honesty and integrity while working in a team atmosphere.

Job requirements

- Be fully vaccinated against Covid-19 and provide proof of vaccination.
- Ability to wear a mask for a full 7 or 8 hour shift and maintain social distancing if required by CDC guidance.
- Ability to stay awake and focused during overnight shifts
- Patience, flexibility, ability to listen, assertiveness and compassion.
- 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 maintain composure under pressure.
- Ability to communicate professionally with guests, volunteers, providers and fellow staff members.
- Ability to maintain confidentiality.
- Ability to maintain professional boundaries with guests, volunteers, providers and fellow staff members.
- 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 Crisis Response.
- Safety Precautions for Covid-19 and Blood Borne Pathogens.
- Trauma Informed Care.
- Conflict De-escalation.

TO APPLY: Select link to complete online application.

[APPLY NOW](#)

CHUM is committed to a diverse workforce. People of Color and people with lived experience of homelessness are strongly encouraged to apply.