

Job Description



Title Cold Weather Emergency Shelter Staff Part-Time (up to 29 hours per week), Seasonal (November to April) Position	
Department Cold Weather Emergency Shelter	Manager Cold Weather Emergency Shelter Manager
Prepared by Jackie Bryant and Bradley Perkins	Date prepared October 18, 2019
Description <u>Job Summary</u> Staff members work generally from 10:30 pm to 6:30 am on nights the CBJ Cold Weather Emergency Shelter is open - generally when night temperatures are predicted (at 3:00 pm on the prior day according to NOAA website) to be below 32°. Two staff members operate the shelter, located this year at SVdP's facility on Teal Street in its Community Center (was the thrift store annex). One staff member will periodically drive a shuttle on a route through downtown, Lemon Creek, and Mendenhall Valley starting when CBJ Transit buses stop operating until 2:00 am, and then starting in the morning, until the buses start again. Staff members will check-in shelter guests, assist with AKHMIS documentation, provide bedding and other needs for sleeping, assist in waking guests in morning and arranging their transportation out of the shelter.	
<u>Primary Responsibilities</u> <ul style="list-style-type: none"> • Operate shelter with another staff member. • Welcome, care for, protect, and manage guests of the shelter. • Enforce shelter code of conduct (attached). • Drive shuttle to pick up and drop off guests. • Check in and complete AKHMIS paperwork (as needed) for guests. • Complete shift reports. • Provide services and support to guest, including beverages in morning. • Set up shelter (if Community Center was used that day). • Put away shelter (if Community Center will be used that day). • Straighten up shelter for next shift (if Community Center not being used). • Run shelter laundry (as needed). • Coordinate and cooperate with CBJ CCF/F C.A.R.E.S Program Staff in Sobering Center (in same facility).\ • Ability to simply listen to the shelter's guests experiencing homelessness. • Follow our Guest Service Guiding Principles: 	
<u>Guests in the shelter are:</u> our Clients (they are the mission of SVdP); our Visitors (they may also be our Clients).	
<u>How We Treat Our Guests</u> <ul style="list-style-type: none"> • Have common courtesy. Seriously. • Be courteous and respectful to Guests of all stature and ages. • Go above and beyond to exceed Guest expectations. 	

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- Provide immediate service recovery. Our highest priority is Guest satisfaction.
 - Make it worth the Guests' time to be in the shelter.
 - Seek out Guest contact. Be happy - make eye contact and smile!
 - Greet and welcome every Guest. Spread the spirit of hospitality. It's contagious!
 - Project a positive image and energy. Exhibit appropriate body language.
 - Thank every Guest.
 - Develop and nurture our public image and community relationships.

- Other tasks and duties, as assigned.

Other Requirements

- Minimum GED diploma or equivalent, and experience commensurate with requirements of the position.
- A valid Alaska Driver's License and ability to covered by SVdP vehicle insurance policy.
- Current first aid, CPR, and food handler cards (will provided, if needed).
- Ability to pass a criminal and sex offender background check.

Notes

None.