



Job Announcement

Job Title: Shelter Engagement Specialist (Shelter Staff)
Department: Social Services
Reports to: Shelter Manager
Hours: On-call, all shifts
Compensation: \$14.11/hour
Location: Rockwood/East Portland

Want to help make a difference? For almost 30 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has a Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as coordinating staff diversity trainings and providing ongoing input into our equity planning.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

SUMMARY

Provide staffing for the Family Center or Gresham Women's Shelter. The shelters are intended to provide a safe and warm space for homeless families and women and are designed to provide easy, low-barrier access for people who would otherwise be sleeping outdoors or in vehicles.

CRITICAL PERFORMANCE FACTORS:

1. Work with the Shelter Manager, Lead Staff, other Family Engagement Specialists, and volunteers to ensure that the shelter is safe and welcoming to a broad diversity of guests experiencing homelessness including people of all races, nationalities, languages, ages, abilities, sexual orientations, and gender identities.
2. Provide basic intake and orientation to all new guests on a daily basis, including but not limited to reviewing Participant Agreements, drug and alcohol policies and emergency procedures.
3. Offer ongoing assistance to identify and secure appropriate services for all guests.
4. Distribute food, bedding and other needed items to guests in a fair and equitable manner.

5. Assist staff, volunteers, and community groups and help them to have a positive volunteer experience.
6. Enforce the shelter guidelines.
7. Notify police, fire, and emergency personnel if warranted by events in the shelter.
8. Meet with supervisor and participate in department staff meetings and trainings as scheduling permits.
9. Assist each guest to obtain information about agencies that may be able to help them access housing or other services. These agencies include but are not limited to Human Solutions, IRCO, NAYA, JOIN and Impact Northwest. Some of these agencies may also provide a warm place that homeless families can access during the day.
10. Refer guests to other services provided by Human Solutions as appropriate, including but not limited to housing specialists, RentWell classes, other anti-poverty educational groups, domestic violence and employment support services.
11. Maintain accurate, complete, up-to-date daily documentation of families served and their basic demographic information. Submit paperwork in a timely manner.
12. Provide regular fire walks, in and outside the building and record on the appropriate form
13. Record each shifts activity in the shift log.
14. Develop and maintain positive, professional, relationships with guests and volunteers
15. Interact with guests, staff, and volunteers in a strengths-based, trauma informed manner at all times.
16. Coordinate with other staff on shift to assure all items listed on Shift Expectations checklist are completed.
17. Other duties as assigned.

QUALIFICATIONS

The successful candidate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and abilities required.

Knowledge of:

- Social and economic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater self-sufficiency.
- Community resources and agencies providing social services needed by the homeless population helpful but not required.
- Basic principles of confidentiality, crisis de-escalation, assertive engagement, and trauma-informed care.

Ability to:

- Deliver shelter services
- Communicate clearly and respectfully with shelter guests

- Empower and support homeless and low income persons in life choices and change
- Work cooperatively with volunteers and staff
- Develop and maintain productive working relationships within Human Solutions
- Be culturally sensitive to diverse client populations
- Prepare and maintain clear, accurate, complete and timely records
- Maintain strict confidentiality and professional boundaries with all households served
- Understand and follow complex written and oral instructions, guidelines and procedures
- Represent Human Solutions professionally, accurately and effectively
- Work independently and at the same time be a vital and contributing part of a team.

EDUCATION and/or EXPERIENCE

- At least one year experience in a social services and knowledge or awareness of low-income or homeless families and the issues facing them
- Experience with crisis intervention and customer service.
- Any bi-lingual fluency preferred but not required.
- General computer, word processing and spreadsheet skills.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee frequently is required to stand; walk; sit; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

TO APPLY

Please send resume with cover letter and contact information for three professional references to: Marcela Cartagena, Shelter Manager, via email to mcartagena@humansolutions.org. Letters of reference are not necessary, simply the names and contact information of people who can provide a professional reference. This position is open until filled. However, there is an urgency to fill this position. Please no phone calls.