



UPPER VALLEY HAVEN

Per Diem Shelter Staff Member

Reports to: Shelter Team Leader or Director of Shelter Services

Purpose: Create and manage a shelter environment based on the concept of choices, and the four principals of respect, communication, safety and cleanliness. Facilitate or carry out the daily operational activities involved in running an emergency shelter. Support guests in using identified strengths in carrying out their individual plans, and in participating in growth opportunities.

Job Functions

- Orients new guests to shelter
- Establishes positive, supportive relationships with guests
- Uses agency Choices model as a framework for accountability with guests
- Emphasizes the strengths of guests in daily living and in the process of work toward goals
- Carries out assigned shelter management activities including but not limited to meals, laundry, equipment management; preparation of rooms for new guests
- Leads or facilitates growth opportunities for and with guests as assigned
- Answers telephone for the Haven when so assigned
- Creates clear, concise, objective notes

Performance Expectation

- Communicates, collaborates and works effectively with guests, volunteers, other staff, community colleagues
- Participates in supervision and staff meetings
- Executes all assigned tasks in a timely fashion
- Abides by all policies and protocols of the Upper Valley Haven
- Supports the mission and values of the Upper Valley Haven and represents those values in all interactions

Qualifications

- Life experience including demonstrated respect for and acceptance of people who are struggling with life's demands
- Works well independently yet knows how to seek and use help or support
- Interacts effectively with a diverse population
- Possesses excellent time management skills
- Has flexibility and adapts easily to constantly changing circumstances
- Functions well in a crisis situation

Posted March 7, 2014