



Hesed House, Inc.

### **Position Description**

**Ministry:** PADS Family Shelter  
**Reports to:** Director of the Family Shelter  
**Availability:** Sub Only Staff – possible shifts between the hours of 6am and 10pm, 7 days/week as needed

The PADS Family Shelter is located at Hesed House, the second largest homeless shelter in Illinois. The Family Shelter is a 24 hour program that serves families seeking a safe place to sleep, shower, do laundry, receive meals, receive case management services, find medical and legal assistance and attain other life-sustaining services.

Family Shelter staff work closely with the Program Director to ensure overall integrity of the Hesed House mission and are responsible for monitoring daily program functions. Program Staff must possess the ability to model and teach life skills, do “light” case management, coordinate and implement programs and services, maintain guest’s confidentiality, manage the daily duties/responsibilities of the program, and tailor services to the specific needs of each guest.

#### **CORE REQUIREMENTS:**

- Possess "street smarts"
- Be able to assess and intervene appropriately in crisis situations
- Have the ability to work with a diverse population
- Be compassionate yet firm
- Must ascribe to the Hesed mission: "To – without judgment and with compassion and understanding – feed, clothe, shelter and provide comfort and services to those who turn to Hesed House in their time of need."
- Be self-motivated
- Demonstrate tact, diplomacy and professional conduct, display a professional image, maintain confidentiality, and not fraternize with guests
- Work in a fast paced, sometimes chaotic environment
- Have the ability to work flexible hours including nights, holidays and weekends
- Must pass DCFS and criminal background checks

#### **DESIRABLE FACTORS INCLUDE:**

- Bilingual ability (English/Spanish)
- Basic first aid training
- Previous experience working with homeless individuals and families
- Experience with not-for-profit/ social service organizations
- Degree in Human Services or related field

**If interested, please send cover letter and resume to [careers0118@hesedhouse.org](mailto:careers0118@hesedhouse.org)**