



Job Title: Guest Care and Shelter Support Staff
Ministry: PADS AM/PADS OES
Reports to: Program Director
FLSA Status: Hourly
Availability: Full-time and Part-time (First, Second, Third Shifts)
Posted Date: August 2021

ORGANIZATIONAL BACKGROUND

At Hesed House, saving the world isn't a flight of fancy – it drives us in every action we take. We truly believe we are going to end homelessness. For us, serving one's neighbor – particularly poor, oppressed, marginalized, victimized, disinherited neighbors – is both a calling and an obligation that we tackle head on each and every day.

SUMMARY

Public Action to Deliver Shelter, dba Hesed House is a faith-based organization serving the homeless as the second largest shelter and comprehensive resource center in Illinois. Our programs serve an average of 1000+ individuals per year. We are open to serve 24 hours a day, 365 days a year. The shelter offers meals, shelter, sleeping accommodations, showers and laundry facilities to people in need. In addition, through our case managers, guests have access to general counseling, substance abuse counseling, medical services, legal services, job coaching, and rehousing services.

PRIMARY DUTIES AND RESPONSIBILITIES

The Guest Care and Shelter Support Staff works closely with the PADS Director, Associate Directors, and Guest Care and Shelter Support Leads to oversee the daily operations of the PADS Shelters.

- Serve guests with compassion and dignity.
- Guide volunteers (individuals and groups) in their service of our guests.
- Demonstrate tact, diplomacy and professional conduct, display a professional image, maintain confidentiality.
- Responsible for monitoring daily program functions and responding to needs including meal prep, laundry, maintaining the safety and security of guests, etc.
- Monitor guest's activities while providing support and encouragement.
- Ensure cleanliness of all program areas.
- Model and teach life skills essential to guest's well-being.
- Assist in assigned work responsibilities and other duties fundamental to the upkeep, maintenance and well-being of the organization.
- Responsible for making sound decisions and intervene appropriately in stressful situations with minimal supervision.
- Assist other Hesed programs and ministries as needed/requested.

QUALIFICATIONS, EDUCATION, AND/OR EXPERIENCE

- Must ascribe to the Hesed mission: "To feed the hungry, clothe the naked, shelter the homeless and give people the chance to hope again."
- Must be able to meet guests "where they are at".
- Must be willing to work under Harm Reduction and Housing First principles.
- Must have good verbal and written communication skills.
- Must possess developed computer skills.
- Prior experience working with the homeless or vulnerable populations preferred.
- An understanding of poverty and street smarts preferred.
- Bilingual Spanish/English is preferred.
- Basic first aid training is preferred.
- Must pass DCFS and criminal background checks.

PHYSICAL REQUIREMENTS

- Must be able to walk up and down stairs continuously.
- Must be able to move light furniture weighing up to 50lbs regularly.

BENEFITS

- Eligibility for medical, dental, and life insurance benefits in the first month
- Retirement plan with organizational match
- Generous time off policies – 12 paid holidays, 10 vacation days, and 10 personal days upon employment
- Employee health and wellness reimbursement
- Cell phone reimbursement

IF INTERESTED IN HEALING THE WORLD, PLEASE SEND YOUR RESUME TO CAREERS@HESEDHOUSE.ORG