



**POSITION:**

# **GUEST CARE AND SHELTER SUPPORT STAFF**

Ministry: Overnight Emergency Shelter

Reports to: PADS Shelter Director

FLSA Status: Hourly

Availability: Full-time (First, Second, Third Shifts)

Updated Post Date: September 2023

**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:** Hesed House is a faith-based organization serving the homeless and vulnerable, and a national model for ending homelessness with our Comprehensive Resource Center, shelter programs, supportive housing, and more. Our programs serve an average of 1000+ individuals per year. We are open to serve 24 hours a day, 365 days a year. Our shelters offer meals, clothing, 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, rehousing services, and more. Our vision is to end homelessness - one person, one family at a time.

## **PRIMARY DUTIES AND RESPONSIBILITIES**

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

- Serve guests with compassion and dignity.
- 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 guests' activities while providing support and encouragement.
- Ensure cleanliness of all program areas.
- Model and teach life skills essential to guests' well-being.
- Assists in assigned work responsibilities and other duties fundamental to the upkeep, maintenance, and well-being of the organization.
- Responsible for making sound decisions and intervening appropriately in stressful situations with minimal supervision.
- Provide assistance to other Hesed programs and ministries as needed/requested.

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### 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 move light furniture weighing up to 50lbs regularly.

### BENEFITS

- Retirement plan with organizational match.
- Generous PTO, vacation, and holiday policies.
- Part-time vacation and holiday time.
- Full-time employees are eligible for health care and dental care in your first full month of employment.
- Counseling/therapy partnerships and reimbursement.
- Health and wellness reimbursement.
- Cell phone reimbursement.

IF INTERESTED, PLEASE SEND YOUR RESUME TO

[\*\*CAREERS@HESEDHOUSE.ORG\*\*](mailto:CAREERS@HESEDHOUSE.ORG)

WE LOOK FORWARD TO HEARING FROM YOU!