



POSITION DESCRIPTION

Position: Third Shift PADS Emergency Overnight Shelter (OES) Staff
(PADS = Public Action to Deliver Shelter, Inc. dba Hesed House)

Type: Full Time and Part Time Openings Available

Ministry: Emergency Overnight Shelter

Availability: Overnight

Hesed House operates a 24/7 overnight emergency shelter (PADS OES). Staff support the efforts of a large corps of volunteers who provide meals and essential operating functions for up to 200 guests daily.

Staff functions include, but are not limited to, welcoming guests, maintaining order in the shelter, ensuring that necessary supplies are at hand, maintaining an acceptable level of sanitation and cleanliness, and tracking attendance of both volunteers and guests. These are hands-on functions, and staff members must be willing and able to meet the physical requirements of the position. Constant movement, stair climbing, cleaning and the like are integral aspects of this position. In addition, staff may be called upon to cook simple meals and recognize medical emergencies and take appropriate action, sometimes including basic first aid. Staff members also serve guests by directing them to resources available within Hesed House as well as the surrounding community.

Staff members work in support of the PADS volunteers, exercising good judgment and tact at all times to ensure that the mission of PADS to the homeless and very poor is met. Volunteers come from over 90 different churches and groups, and PADS staff assists them in organizing their efforts. Depending upon the number and prior experience of the volunteers, this will entail providing tactful guidance and physical assistance on an as-needed basis. In all things, staff members are highly visible ambassadors for Hesed House and its mission.

The PADS shelter is a low-threshold shelter, and as such, it is open to all segments of the community, including individuals who are struggling with complex issues, at times including mental illness, addictions to alcohol and/or drugs, ex-offenders, etc. Staff members work to ensure that all guests are made to feel welcome, while skillfully balancing this need with that of adherence to some basic rules. By maintaining a fair and firm approach to problems that arise, the staff meets the Hesed House mission of dignity for all.

CORE REQUIREMENTS:

- Possess "street smarts"
- Prior supervisory experience
- Be able to assess and intervene appropriately in crisis situations
- An empathetic understanding of the issues of the very poor, and those at the margins of society
- Ability to function in a multi-cultural environment
- Have the ability to work with a diverse and significantly complex population
- Be compassionate yet firm
- A knack for juggling competing priorities and for handling emergencies in a decisive manner
- Excellent communication skills, both oral and written
- Tact and maturity
- An appreciation of the need for sound sanitation procedures and the willingness to use them
- Competent user of Microsoft Word, Excel and Outlook, plus the ability to learn our online database system for looking up or entering data
- Must both ascribe to the Hesed Mission Statement and put our Core Values into practice every day
- 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 computer skills
- Training in First Aid
- Management experience and/or training
- Ability to multi-task
- Previous experience working with homeless individuals and families
- Experience with not-for-profit/ social service organizations

If interested, please email a resume and cover letter to: careers0520@hesedhouse.org