

## **GENERAL SUMMARY:**

Relief Shelter Staff provide on-call coverage to ensure safe, consistent shelter operations during staff absences, high-capacity nights, or emergency situations. This role supports shelter guests, enforces program policies, and helps maintain a safe, respectful, and trauma-informed environment. The position reports to the Shelter Director.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide coverage for scheduled shelter shifts assigned
- Supervise shelter guests and ensure compliance with shelter rules and procedures
- Conduct guest check-in, check-out, and head counts
- Monitor shelter areas to maintain safety, cleanliness, and order
- Respond to emergencies, incidents, and guest concerns in accordance with established protocols
- Utilize de-escalation techniques and conflict resolution strategies
- Complete incident reports and required documentation accurately and timely
- Communicate shift updates, concerns, and incidents to supervisory staff
- Maintain confidentiality and professional boundaries at all times
- Assist with light cleaning, setup, and breakdown of shelter spaces
- Perform other related duties as assigned

## **QUALIFICATIONS:**

- High school diploma or GED required
- Experience in shelter operations, human services, or related field preferred
- Strong interpersonal and communication skills
- Ability to work independently and make sound decisions
- Ability to remain calm and professional in crisis situations
- Reliable, punctual, and flexible availability

## **Physical & Environmental Requirements**

- Ability to stand, walk, and remain alert for extended periods
- Ability to lift up to 40 pounds
- Work environment may include overnight hours and exposure to individuals in crisis

## **Required Clearances & Training**

- Criminal background check required
- Mandatory shelter and safety training
- CPR/First Aid certification preferred or willingness to obtain
- De-escalation, trauma-informed care, and confidentiality training preferred or willingness to obtain

## **Equipment:**

Household appliances; computers; and other home and office equipment.

## **Compensation**

- Rate: \$18.50 - \$19.50 per hour
- Relief/on-call position with no guaranteed hours