

Reports to Drop-In Shelter Manager

Assistant Shelter Manager – DIS

SUMMARY OF PRIMARY FUNCTION

Under the supervision of the Shelter Manager, the Assistant Shelter Manager helps with oversight of the nightly operation of the Porchlight Men's Drop-In Shelter.

ESSENTIAL RESPONSIBILITIES/DUTIES

1. Assists the Shelter Manager in coordinating all aspects of shelter operations including staffing, facilities, and community partnerships.
2. As scheduled, serves as an on-call resource to shelter staff.
3. Provides consistent and equitable mentorship, training, support, and guidance to fellow shelter staff.
4. Provides direct services to guests including orienting new guests to the shelter, facilitating guest use of services, providing information and referral, addressing conflict and disruptive behaviors, and appropriately setting limits with guests.
5. Treats guests respectfully, including listening to and addressing guest concerns. Communicates serious or ongoing concerns to the Shelter Manager and/or Director of Services as needed.
6. Facilitates a shelter environment that shows dignity and respect to guests, is non-punitive, and has low barriers to access. Teaches and promotes this philosophy to shelter staff.
7. Functions in the roles of Shelter Assistant, Support Specialist, Case Manager, and/or Intake as scheduled, depending on staffing needs.
8. Assists with scheduling coverage for all shifts, including intake, finding coverage when shelter staff is ill, on vacation, or otherwise unavailable. As assigned, creates and disseminates bi-weekly schedule.
9. Brings suspected or confirmed performance problems, incidents of misconduct, or other concerns regarding staff members to the attention of the Shelter Manager, Director of Human Resources, and the Director of Services.
10. Participates in the hiring and onboarding of new shelter employees.
11. Maintains Drop-In Shelter supplies (soap, shampoo, towels, blankets, emergency food stocks, etc.) through coordination with the Porchlight main office, City staff, and/or contracted vendors.
12. Ensures proper and consistent documentation of incidents using incident report forms. Ensures that all incident reports are maintained in a coordinated log. Develops and uses other forms of communication to promote understanding and preparedness among staff.
13. Works early morning shifts at least weekly and serves as a primary contact for shelter staff working on the 3rd shift.
14. Engages in ongoing training, coaching, and education related to de-escalation, substance use, mental health symptoms, and other professional skills (provided by Porchlight). Completes certifications as required.

15. Maintains appropriate professional boundaries with guests, including refraining from engaging in social relationships or exchanging money/goods with guests. Reports preexisting relationships that may cause a conflict of interest to the Shelter Manager.
16. Sweeps, mops, wipes surfaces, takes out trash, and performs other cleaning tasks as required to maintain a safe and sanitary environment throughout the shift. Uses personal protective equipment (PPE) and follows appropriate protocols when cleaning bodily fluids.
17. Performs other duties and takes on other responsibilities as directed by the Shelter Manager.

Teamwork & Collaboration

1. Works in collaboration with program and all other agency staff to facilitate a team environment.
2. Demonstrates and models effective communication skills in building relationships with all guests and employees.
3. Creates good working relationships with other service providers.
4. Participates in the development and implementation of Porchlight's strategic plan.

Porchlight Values & Culture

1. Treats all guests, employees, and visitors with caring, kindness, respect, and dignity.
2. Strives to reduce barriers to housing, shelter, and services.
3. Helps to create an environment that values diversity and promotes racial equity.
4. Adheres to all Porchlight policies, procedures, code of conduct, and attendance rules.
5. Maintains strict confidentiality of all information.
6. Adheres to Porchlight policies in the use of computer technology and tele-communication devices.
7. Conducts oneself in accordance with appropriate and expected professional boundaries and policies.

QUALIFICATIONS

1. Genuine desire to work with people experiencing homelessness, including those with mental illness and/or chemical dependency (experience working with these populations preferred).
2. Ability to communicate and work effectively with staff and guests from various backgrounds.
3. Belief that shelter is a human right and that allowing individuals to access emergency shelter when they need it should be a top priority.
4. Ability and willingness to work effectively and professionally with guests displaying a wide range of challenging, unpleasant, and/or unusual behavior.
5. Ability to stay awake and alert throughout an overnight shift.
6. Willingness to work on site in an environment with numerous other individuals and to wear personal protective equipment (provided).
7. Basic word processing skills and computer literacy skills.
8. Ability to compose thorough and accurate incident reports and other documentation.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The following physical demands are representative of those required by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be available to enable individuals with disabilities to perform the essential functions.

Function	24% or less	25% - 49%	50% - 74%	75% or more
Indoor environment: open office, shelter dormitories, facilities, etc.				X
Outdoor environment: parking lot, grounds, on-site trailer, etc.	X			
Exposure to weather, extreme heat/cold, loud noises, fumes, airborne particles, toxic/caustic chemicals, risk of electrical shock and vibration	X			
Sitting		X		
Standing, kneeling, walking			X	
Bending, stooping		X		
Reaching, pushing, pulling			X	
Climbing stairs		X		
Lifting, carrying up to 15 pounds		X		
Repetitive, fine hand, finger, and foot movements		X		
Typing/data entry		X		
Operating various equipment		X		
Talking, hearing, interacting with coworkers, vendors, participants				X
Using office machines - phone, fax, computers, postage meter, etc.				X
Close vision			X	
Distance vision, field of vision, color/depth perception			X	

Minimum Requirements
Seeing, hearing, speaking
Reading, writing
Basic English comprehension, written and oral communication
Ability to lift 25+ pounds
Availability to work second and third shifts, weekends, holidays