

Hope House
Martinsburg Union Rescue Mission
Job Description

JOB TITLE: Shelter Attendant – Hope House of Berkeley Springs

REPORTS TO: Case Manager

PURPOSE STATEMENT

The main purpose and the reason the Rescue Mission exists is to fulfill the great commission as outlined by Jesus Christ in Matthew 28:19 and 20. Go therefore and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe all things that I have commanded you and lo, I am with you always, even to the end of the age, Amen. The general purpose of all the residential rehabilitation programs is to prepare men to return to the mainstream of our society and become responsible productive members of that society.

SUMMARY OF POSITION: The Shelter Attendant's purpose is to Maintain a safe and hospitable environment for shelter guests; provides coordinated services and program activities for guests; and assists in meeting their basic needs; maintains security and safety in the buildings and on the grounds at the Hope House of Berkeley Springs during their shift. The Shelter Attendant (SA) is a full-time, position of the Martinsburg Union Rescue Mission (MURM).

DUTIES AND RESPONSIBILITIES:

- Able to communicate and demonstrate daily the MURM's 6 Values (Christ-centered, Servant-leadership, Transformation, Stewardship, Excellence, Honor).
- Demonstrate respect, cultural competence, and knowledge of trauma-informed care in interactions with female participants, staff, and other community providers.
- Uphold all residential and MURM program policies and written agreements.
- Encourage and hold female participants accountable to program guidelines.
- Monitor and assess female participants progress towards identified goals.

- Work collaboratively to identify and assess escalating crisis situations and respond with de-escalate training technics.
- Maintain professional best practices in areas of document storage, confidentiality and professional ethics when dealing with program participants and guest information.
- Participant in case files to ensure progress.
- Regularly update all case planning records, services, and case notes and send them to your supervisor and give them to shelter attendants through the Resident tracker system.
- Document all meetings, referrals, and services in Resident tracker and utilize the appropriate templates.
- Attend staff meetings and be prepared for case manager and team meetings to address complex cases and needs.
- Provide Resident tracker reports, spreadsheets and statistics as requested.

- Facilitate Community Provider visits with clients including case note documentation in Resident tracker (DHS, MAT, Child Support, VA, SSI/SSDI Attorney)
- Collaborate, communicate, and advocate with service providers in the Government, Medical, Mental Health, Housing, Benefits Acquisition, Employment, Legal, and Veterans, etc. fields to aid clients toward a successful transition into long-term programs or sustainable housing.
- Facilitate Community Provider visits with clients as assigned, to include, signing up clients to meet with Community Providers
- Collaborate with other MURM personnel regarding participant evaluation, goals, and continuity of care.
- Engage in ongoing training as assigned by your direct Supervisor and leadership team.
- Participate in care/integration/oversight of interns and volunteers as requested.
- Communicate with Case Manager and other Mission Staff to connect Mission residents and guests with needed community resources.
- While the above does not encompass all duties and responsibilities please be advised that the Executive Director may ask to perform other responsibilities and duties related to this position.
- Establish professional, caring, strengths-based relationships built on truth, respect, encouragement, and trust with guests.
- Maintain an elevated level of integrity in modeling and promoting the Mission's core values and Statement of Faith.
- Teamwork-Work as a member of the program team to:
- Assist case manager, and other Mission staff in helping establish department strategies, policies, and priorities to better serve your guests.
- Advise the Case Manager, shelter attendant on overnight shift in matters related to the family shelter.
- Help solve organizational challenges to proactively assist as necessary in the overall success of the Mission Direct Work
- Clerical, Meet and greet visitors, clients, staff, interns, and volunteers with a welcoming attitude.
- Answer telephone calls in a professional and friendly manner.
- Host tours, perform guests' data entry, along with graciously receive donations, issue legible receipts, process mail.
- Maintain accurate data and perform office duties including filing, faxing, copying.
- Work with volunteers and interns assuring a mutually beneficial experience.
- Receive supplies, organize, stock, and maintain inventory.
- Prepare Incident Reports, Work Requests etc. as needed.
- Deliver excellent service and always maintain a high standard of management.
- Fulfill all reasonable requests from guests to ensure their comfort, satisfaction, and safety.
- Communicate through daily shift log entries; make notations about events, interaction, and progress in log.
- Conduct assessment of potential guests, including referrals.
- Maintains guest confidentiality, properly dispose of confidential documents.

- Compassionately mentor and motivate guests to encourage life transformation.
- Perform guests intake/exit, including UA/breathalyzer, inform guests of shelter guidelines/schedule.
- Act with grace and/or accountability when guests violate the rules or relapse.
- Help with unit turnover.
- Perform room inspections.
- Clean offices, empty trash, vacuum, sweep and mop. Report any necessary facility repairs.
- Assist with guests assigned chores as needed.
- Ensure that the facility is always operated safely, lock, secure and alarm all building doors and overnight perform a complete walk around every hour and check that gates are locked.
- Perform other duties as requested by the Case Manager or Executive Director.

ESSENTIAL SKILLS:

1. Able and willing to interact with residents, community guests and program participants in a compassionate and respectful manner.
2. Able to maintain a positive, professional, Christ-like manner with all staff, guests, and volunteers.
3. Trustworthy, reliable, level-headed, teachable.
4. Have a personal relationship with Jesus Christ and be able to share the gospel with others through words and deeds.
5. Knowledge of Microsoft software, specifically Word and Excel.
6. Have a valid Driver's license and good driver's record from the last 5 years.
7. Able to drive a 12-passenger van.
8. Has a heart of compassion and caring toward the homeless and hurt and is enthusiastic about ministering life-transformation?
9. Agrees with and fulfills responsibilities in accordance with the Mission's policies that are included in the Martinsburg Union Rescue Mission' Directives, Code of Conduct, Statement of Faith, and Mission Statement.
10. Possesses the ability to work effectively with others in a positive, cooperative manner.
11. Willingly sign a confidentiality agreement.
12. Must agree with the goals and objectives of Martinsburg Union Rescue Mission.
12. Able and willing to de-escalate people or situations.

WORKING CONDITIONS/PHYSICAL FACTORS: (INCLUDE PHYSICAL REQUIREMENTS SUCH AS BENDING, LIFTING, CLIMBING STAIRS, MANUAL DEXTERITY/COORDINATION, FINGERING, STANDING FOR EXTENDED PERIODS OF TIME, ETC. NOTE IF WORK IS OUTDOORS)

This position requires frequent interaction with the homeless population. Will interact with individuals who may be intoxicated or under the influence and who may lack socially acceptable personal hygiene, addiction, mental illness, and a myriad of other issues related to homeless populations. Exposure to communicable diseases.

- May require bending, lifting (up to 50 lbs.) – *occasionally*.
- Climbing stairs – *occasionally*
- Fingering/fine motor skills – *occasionally*
- Standing for extended periods of time - *occasionally*
- May require some work outside, in all climates – *occasionally*.
- Able to think, read, speak, see, and hear - *continuously*.

EDUCATION/EXPERIENCE:

- Must possess a high school diploma.
- Abide by the Employee Handbook
- Affirm the Statement of Faith
- At least one year's experience working within an urban setting with low-income or homeless populations.
- Excellent verbal and written communication skills, and responsiveness to communication
- Ability to resolve conflict Biblically, professionally, and respectfully while maintaining composure under pressure.
- Strong Christian ethic with ability to collaborate with people of diverse cultural, educational, and religious backgrounds.
- Ability to read, remember and follow precise policies and procedures.
- Strong working knowledge of Windows software applications and ability to learn Resident Tracker system.
- Willingness to travel between locations using Mission vehicle.
- Ability to pass background checks to collaborate with individuals on probation or parole.
- A heart and commitment to serve the needy and seeing lives changed in the name of Christ.
- Have a strong Bible knowledge.
- Willing to share your testimony with others.

Personal and Character Qualities Requirement:

- Be able and willing to share the Gospel and participate in the ministry activities of the Martinsburg Union Rescue Mission.
- Teachable and a Christ-centered focus.
- A servant's submissive heart, attitude of gratitude and compassion for those who are lost and hurt.
- Subscribe to the Martinsburg Union Rescue Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed.
- Willing to sign and adhere to the Martinsburg Union Rescue Mission Employee Handbook.
- A regular attender and in good standing with a local church.
- Must exemplify and model Christian behaviors and values and possess elevated levels of ethics, honesty, and character.
- Able to communicate and demonstrate daily the MURM's 6 Values (Christ-centered, Servant-leadership, Transformation, Stewardship, Excellence, Honor).

EXCELLENT BENEFIT PACKAGE:

- \$11.00 to \$14.00 Hourly range based on experience.
- Paid holidays and PTO.
- Education assistance
- Free onsite parking
- Free meals available
- Business Casual/Casual dress

My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive, and that employment is at-will.

Signature

Executive Director's Signature

Printed Name

Printed Name

Date

Date