

## EMPLOYMENT OPPORTUNITY

### Shelter Support Specialist

The Shelter Support Specialist provides facility and resident support for clients residing at the Family Development Center, a 10-unit emergency shelter for families with children.

This will be a full time position at 37.5 hours per week.

#### **JOB DUTIES and RESPONSIBILITIES INCLUDE:**

1. Conduct shelter resident intakes and assist in facilitating move-ins to the shelter.
2. Receive, document, organize resident rental applications and maintain communication between Adwest Property Management
3. Complete data entry in agency databases such as HMIS and Empower
4. Support the safety of shelter residents by assisting DV families with information and advocacy, reporting child or vulnerable adult abuse or neglect, assisting with de-escalation between households, keeping residents up to date with health & safety information, regulations and guidance.
5. Know residents who reside on the property as well as guests of residents. Support with greeting vendors and being present for appointments as needed.
6. Stocking family shelter units as needed to facilitate move-ins and move-outs.
7. Provide daily shelter services: stocking apartments, respond to resident questions and needs
8. Receive, document, organize, and distribute shelter donations.
9. Manage donations and log receipts. Arrange for donation pick-ups as needed
10. Maintain the shelter's Emergency Operations Guide with emergency contact information, resident list, on-call and emergency response plans. Including monitoring the after-hours on-call phone.
11. Adhere to all program requirements for reporting, and policies and procedures.
12. Participate in agency meetings and trainings as required.
13. Other related duties as assigned by management.

#### **QUALIFICATIONS INCLUDE:**

##### **Education & Experience**

- High School Diploma or equivalency. Associate Degree is social services preferred.
- Customer service, facility support, or maintenance experience preferred.
- Experience in a shelter, nonprofit, or affordable housing environment preferred.

(Or a combination of education and experience providing the knowledge, skills, and abilities to successfully perform the work)

##### **License(s) & Certification(s)**

- Must have valid driver license and auto liability insurance if personal vehicle is used for work-related travel.

##### **Skills and Abilities**

- Bilingual (Spanish/English) desired; additional languages helpful.
- Proficient in Microsoft Office applications, including Excel, Word, and Outlook.

- Demonstrated capacity to assess environmental, physical and personal safety and respond appropriately.
- Competency with standard office procedures and technologies, such as computer, telephone, printer, copier, scanner, fax machine, 10-key, etc.
- Strong organization and time management skills required, with ability to multi-task.
- Ability to work independently with minimal supervision.
- Demonstrated ability to work harmoniously with people from varied, cultural, socioeconomic, educational and experiential backgrounds.
- Strong customer service skills and service attitude.
- Solid observation, analytical and intuitive abilities.
- Ability to respond appropriately in stressful or emotionally charged situations.

## COMPENSATION AND BENEFITS:

Starting wage between \$16.91 - \$18.66 per hour (DOE)

Benefits include:

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan (3% Employer Match)
- Employee Assistance Program
- Voluntary supplemental Cafeteria 125 Plan
- Paid Sick and Vacation Leave
- 13 Paid Holidays per year
- Health club discounts

*(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)*

**WORKING CONDITIONS / PHYSICAL REQUIREMENTS:** Work is performed primarily in a residential environment. Sufficient mobility is required to perform essential functions of the position. Must be able to lift and carry weight at least 25 lbs over distances of 50ft and up/down stairs. Must be able to kneel, bend, twist, squat, and climb stairs. Position includes potential exposure to common household cleaning chemicals/products. The ability to see, hear, and communicate must be sufficient to perform essential job functions. Travel within and outside Agency's service area may be required for community outreach, meetings, training and other job-related activities.

## TO APPLY:

Qualified candidates are encouraged to apply by providing **ALL** items requested. Please submit the following:

(1) Community Action Application (2) Resume (3) Letter of Interest.

Application Packets should be submitted to: **employment@communityactionskagit.org**

You can find all job announcements and apply online on our website at [www.communityactionskagit.org](http://www.communityactionskagit.org)

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer. Should you require accommodation in the application process, please contact our HR Department.

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