

## EMPLOYMENT OPPORTUNITY

### **Shelter Support Assistant (PT) Family Development Center**

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

This is a part-time position, (Approximately 20-25 hours per week) based out of our Family Development Center in Mount Vernon, WA.

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

1. Stock and clean vacant shelter units as needed to facilitate move-ins and move-outs.
2. Receive, document, organize, and distribute shelter donations. Log donation receipts and arrange for donation pick-ups as needed
3. Know residents who reside on the property as well as guests of residents. Support with greeting vendors and being present for appointments as needed.
4. Assist Shelter Coordinator with conducting regular unit inspections; following up on any concerns of health and safety to tenants promptly while maintaining professional communication with tenants and shelter staff.
5. Assist Shelter Coordinator with making copies and dropping off papers to tenants as needed.
6. Provide daily shelter services: respond to resident questions and needs
7. Assist with monitoring the after-hours on-call emergency phone; following up with appropriate staff promptly and logging accordingly.
8. Checking on-site security cameras as requested by Shelter Coordinator.
9. Adhere to all program requirements for reporting, and policies and procedures.
10. Adhere to HIPAA, confidentiality and mandated reporting laws.
11. Participate in agency meetings and trainings as required.
12. Other related duties as assigned by management.

#### **QUALIFICATIONS INCLUDE:**

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

- High School Diploma or equivalency.
- 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 desired (English/Spanish); 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 perform physical requirements of the position.
- Ability to respond appropriately in stressful or emotionally charged situations.

**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.

#### **COMPENSATION AND BENEFITS:**

Pay Range for position between \$15.21 - \$19.02 per hour (DOE)

PT Benefits include:

- SIMPLE IRA Retirement Plan (3% Employer Match)
- Employee Assistance Program
- Paid Sick and Vacation Leave
- 12 Holidays per year
- Health club discounts

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

**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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