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| **Job Title** | Adult Shelter Assistant: Various shifts |
| **Division** | Programs |
| **Location** | 1300 N 1st St., Yakima, WA 98901 |
| **Reports to** | Adult Shelter Director |
| **Classification** | Part-time |
| **Salary Grade** | A |

# Union Gospel Mission Purpose, Vision and Value Statement

Our mission is to follow Christ in helping people move from homelessness to wholeness, so that every homeless person in Yakima County has the opportunity for permanent life transformation in Jesus Christ.

All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus; love, professionalism, and outcomes are our core values. Relationships are the context, the engine, and the reward of the change we exist to produce.

# Job Purpose

This position helps to maintain safety and order in the shelter, while serving guests through excellence in hospitality and customer service, with ultimate goals of caring for the lost, and furtherance of the gospel.

# Qualifications

* Strong interpersonal skills and the ability to maintain confidentiality required.
* Prior experience working with persons in crisis, demonstrating effective de-escalation, dispute resolution, and problem-solving skills.
* Demonstrated ability to work independently, and as part of a team, under the pressures of conflict, interruptions and changing priorities while maintaining a strong focus on ministry.
* Specific training and experience in the fields of homelessness, addiction, childhood trauma and poverty (preferred).
* Proficiency with common office productivity hardware and software.
* Capable written, verbal, and spiritual communication skills.
* Personal and work ethic that reflects YUGM’s core values.
* Valid WDL, good driving record, proof of insurance.

# Duties and Responsibilities

## Culture Work

* Establish professional, caring, strengths-based relationships with guests and staff, built on truth, respect, encouragement and trust.
* Maintain a high level of integrity in modeling and promoting the Mission’s Christian culture, core values, policies and procedures.

## Team Work

* Work with Adult Shelter team, communicating and collaborating openly with the goal of continually improving guest experience and services offered.

## Direct Work

1. Ensuring a shelter culture of relational and client-centered care rather than relying on motivation by rewards/punishments.
2. Ensuring a safe, dignifying and uplifting physical and interpersonal environment for daily program functions. This includes efforts to promote hygiene, sanitation and maintenance in all relevant areas.
3. Promoting a safe environment by patrolling grounds to prevent loitering, substance abuse or other criminal activity from occurring on campus; locking/unlocking various gates; utilizing security technologies, including but not limited to, security cameras and two-way radios.
4. Occasionally contacting emergency services when required for medical reasons, or in response to criminal activity.
5. Reporting barred guests, unsafe conditions, or facility problems to Adult Shelter Director, or Shelter Managers as appropriate.
6. Other duties as assigned within reason and in support of YUGM's mission and values.

# Working Conditions

Part-time position, various shifts. Shifts may include weekday, weekend or abnormal hours, including some holidays; working with challenging clients who have high barriers including, but not limited to: active substance use disorders, mental illness, developmental barriers, trauma, PTSD, and antisocial behaviors. Employee will work in a number of environments and must be able to transition between office, patrolling and sheltering settings multiple times per day.

# Essential Personal Requirements/Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

## **Love**

* Improves the reputation of Christ by personal interactions with others
* Remains relationally available, present, and authentic in all contexts
* Demonstrates genuine and sacrificial care for the wellbeing of others
* Pursues God personally, relationally, emotionally, and intellectually

## **Professionalism**

* Is consistently at work, meetings and appointments and on time.
* Meets deadlines and fulfills commitments with thorough follow-though.
* Proactively measures work to ensure learning, improvement and success
* Communicates effectively in written form

## **Leadership**

* Constantly pursues growth, learning, and improvement
* Thinks creatively, strategically, and spiritually
* Regularly sought by others for input and value
* Maintains mission-clarity and a godly example under stress

# Physical Requirements

## Daily Physical Demands

* Able to stand for a prolonged period of time
* See and hear
* Speak English clearly and fluently
* Travel from one location to another
* Walk, climb, balance and stoop, reach with hands and arms, use hands to finger, handle or feel.
* Lift up to 40 lbs.
* Answer phones

# Direct Reports

1. Program participant(s) and/or volunteers assigned to the HUB during shift

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| **Staff Signature:** |  |
| **Print Staff Name:** |  |
| **Supervisor Signature:** |  |
| **Date:** |  |

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| Key Access Level |  |
| Cell Phone Reimbursement |  |
| Driver |  |
| IT Systems needed |  |