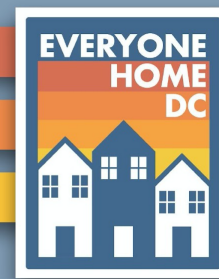


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JOB DESCRIPTION

Guest Services Assistant (Temporary/Part-Time), Shirley's Place Day Center

Job Title: Guest Services Assistant

Department: Shirley's Place Day Center

Reports to: Program Manager

Status: Part-time, Temporary Through 4/30/2023, Non-Exempt

Salary Range: \$17-22 per hour based on experience; 16-24 hours per week

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all-inclusive and the actual position may vary as circumstances indicate or as determined by the organization. Working hours are primarily a day shift position but may require varied hours to include overtime, as business needs dictate.

SUMMARY OF POSITION:

Shirley's Place, Everyone Home DC's drop-in day center, offers people experiencing homelessness a safe and dignified place to spend their day off of the street, with access to showers, laundry, restrooms, mail service, phones, computers, lunch, and social service referrals. The Shirley's Place Guest Services Assistant is a temporary, part-time position of approximately 16-24 hours per week with the possibility of transitioning into a full-time and/or permanent position. The Assistant will be responsible for a variety of administrative and facility maintenance tasks at Shirley's Place Day Center, as well as interfacing with guests by telephone and in-person. The Assistant reports to the Shirley's Place Program Manager, but may be supervised by other staff on particular projects or when the Program Manager is away from the office. This position must be staffed by a dedicated individual who is service-oriented, a team player, and committed to working in a professional environment with at-risk communities.

Principal Duties:

- Interfacing with guests as needed in-person or by phone.
- Answering Day Center phones, taking clear messages, providing information and referrals
- Offering clear information about Everyone Home DC and other programs or resources to individuals
- Ensure daily written documentation of guest services as well as entering data in HMIS
- Ensure a low noise level on the 1st floor of the facility.
- Maintain cleanliness throughout the facility, including cleaning the bathroom after a guest showers, pulling trash, cleaning the respite room, kitchen, and basement, and keeping the front and rear yard tidy.
- Ensure supplies are restocked or refreshed throughout the office and guest spaces.
- Assist with other activities and services at the Day Center as needed
- Pick up meals Monday and Wednesday morning at DC Central Kitchen

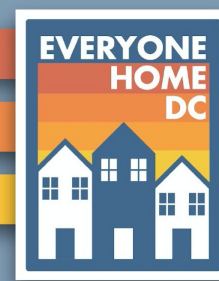
Secondary Duties:

- Provide administrative and program support in the following areas as needed: intake, client wellness, community building, documentation, and special projects.
- Attend program meetings, all-staff meetings, and serve on special Everyone Home DC committees.
- Participate in and attend on-going training and professional development opportunities.

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- Other relevant duties as assigned.

POSITION SPECIFICATIONS:

Essential Training/Certifications:

- Previous experience in customer service strongly preferred, crisis intervention experience is a plus.
- Demonstrated basic reading, writing, and math skills; Minimum of a high school diploma or equivalent in training/relevant experience is preferred, but not required.
- CPR and First Aid Certified

Essential Use of the Following Tools:

- Ability to learn computer software programs to enter and maintain accurate data/information in appropriate platforms.
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Suite/Drive
- Proficiency with standard office equipment: phone system, copier/printer, fax, scanner
- Ability to lift at least 50 lbs
- Ascend/descend stairs to reach different levels of the facility
- A valid driver's license and an insured motor vehicle are preferred but not required for this position.

Skills and Knowledge:

- Excellent verbal communication skills. This includes a demeanor that makes Day Center guests, volunteers, and donors feel safe and welcome, as well as a strong aptitude for communicating respectfully across differences, and managing conflicts effectively.
- Exceptional ability to multi-task and excellent organizational skills. This includes problem-solving, time management, and the ability to follow through on projects and meet deadlines.
- Ability to enforce program rules while being kind, respectful, and flexible in support of guests' needs.
- Excellent ability to adhere to organizational confidentiality policies and maintain appropriate boundaries with guests while using sound judgment.
- Bilingual English/Spanish speakers or Spanish language written/verbal communication skills at a professional working proficiency are preferred, but not required.
- Access to a vehicle with valid insurance is preferred by not required.

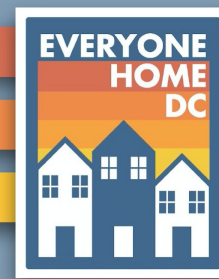
Essential Competencies and Behaviors:

- Demonstrated professionalism, reliability, and responsibility: minimal absences, flexible in response to change, effective conflict management, and a calm demeanor in stressful situations, including when treated inappropriately by challenging guests.
- Innovative, creative, and willing to plan and implement new ideas
- Self-motivated, enthusiastic, and able to motivate others
- Ability to work in a team-oriented environment and independently on multiple tasks with minimal supervision.

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- Strong capacity to build relationships with a diverse range of guests, colleagues, and community members.
- Demonstrated respect and appreciation for diversity based on race, class, ethnicity, religion, gender, sexual orientation, and gender presentation, and ability to work with a highly diverse group of guests, co-workers, and colleagues.
- Demonstrated compassion and respect for people struggling with homelessness, poverty, mental illness, and addiction
- Commitment to building your racial equity competencies and centering your role in an analysis and understanding of how race and power shape systems in our society and culture; Commitment to continuous learning, reflecting, and growing.
- Ability to operate with a commitment to excellence, integrity, diplomacy, and camaraderie.
- Commitment to workers' rights, economic justice, and race equity and in particular to the issues of the program's identified community.

I have read and received a copy of my job description. I understand that it is not all encompassing and may change with or without prior notice. I certify that I have all of the above certifications/training. I certify that I am capable of fulfilling all skills/knowledge and physical requirements to perform the position duties; either with or without reasonable accommodation.

Print Name

Date

Signature

Date

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.