

## **ISABELLA COUNTY RESTORATION HOUSE SHELTER COORDINATOR**

### **Application Instructions**

Please send a letter of application and a current resume including the name and contact information for three references to ICRH Personnel at [ICRH@icrhouse.org](mailto:ICRH@icrhouse.org), or mail to 120 S. Pine Street, Mt. Pleasant, MI 48858. **PLEASE NOTE:** all letters of application and resumes must be submitted through email or USPS and received by Friday, September 18, 2020.

**Classification:** Part-time, Seasonal

### **Description of Responsibilities**

The Shelter Coordinator will provide direct program support to guests and work collaboratively with the Day Shelter Manager and Executive Director to help ensure successful completion of guest's self-sufficiency plans. The Shelter Coordinator's top priority is the safety of all guests and volunteers at all times by monitoring the activities of guests to ensure compliance with program rules and expectations. The Shelter Coordinator will maintain open and regular communication with the Executive Director regarding guest concerns and issues, volunteer needs and host site coordinator's inquiries.. The Shelter Coordinator is the onsite authority and will be responsible for all evening shelter operations. Shelter Coordinators must be available evenings from 5:30 to 10:00 p.m. and will need to be flexible to rotate weekends and holidays with the other coordinators on an on-call basis for the duration of our operating season. This paid staff position begins in late October and lasts through the middle of April. Shelter Coordinators are required to attend weekly staff meetings.

### **Duties**

#### *Guest Care*

- Facilitate any guest intake for emergency shelter services.
- Meet the guests as they arrive at the host site and check to ensure the correct number of guests using public transportation.
- Conduct daily bag checks for any guests arriving at the host site that did not complete a bag check at the day shelter and guests using their personal transportation to ensure that no firearms, illegal drugs or alcohol are present at the evening host site.
- Schedule self-sufficiency plan review for your assigned guests.
- Place all completed self-sufficiency worksheets in the file box to be taken to the Day Shelter each morning.
- Communicate guest requests for ICTC/affiliated cab companies transportation needs to the Day Shelter Manager for scheduling.
- Monitor scheduled smoke breaks for guests.
- Provide crisis intervention as needed, including determining when it is necessary to involve other staff, administration or authorities.
- Maintain privacy of guest information in accordance with agency policies, procedures and practices and as required by law.
- Maintain appropriate professional boundaries with guests.

### *Maintenance of Resources*

- Immediately check in with host site coordinator and the nightly volunteers upon arrival at the host site.
- Leave lock box keys with host site coordinators every evening before leaving with specific instructions to return all items to specified owners every morning.
- Evaluate shelter supplies and maintain as needed by reporting needs to the Executive Director.
- Inform the Executive Director of items needed for supply box at Host Sites.

### *Shelter Management Services*

- Be responsible for opening the prescription medication lock box for the appropriate guest upon demand, re-locking the medication lock box and communicating any guest needs with the church site coordinators.
- Ensure that new guests completing intake at the host site understand that they must meet with the Day Shelter Manager the next day.
- Ensure that forms signed by a new guest are given to the Day Shelter Manager for their file.
- Complete nightly communications to be provided for the evening's support staff and volunteers.

Please note this is not intended to be a comprehensive or exhaustive list of all Shelter Coordinator duties/tasks required to maintain a safe and efficiently operating shelter on a nightly basis.

### **Required Qualifications**

- Demonstrated knowledge and/or experience in human services
- Strong organizational and interpersonal skills
- Excellent written and oral communication skills
- Ability to work flexible schedule, including nights and weekends
- Ability to work with a wide range of personalities
- Computer literate and willing to learn new programs
- Must pass criminal background check

### **Preferred Qualifications**

- Bachelor's degree
- Ability to communicate in a language other than English
- CPR/First Aid Certification