



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

<i>Job Title:</i>	Center Assistant
<i>Department:</i>	Special Project: Grace Space
<i>Position Status:</i>	Per Diem - Temporary; Non-exempt
<i>Expected Pay Rate:</i>	\$22.00 per hour
<i>Supervised by:</i>	Executive Director

General Statement of Duties:

The Grace Space Center Assistants provide needed supervision and monitoring of guests. They are responsible for the general management of the program. The Grace Space Assistants ensure a safe, secure, comfortable, and supportive environment consistent with the philosophy, policies, and procedures of a low barrier approach to care for individuals experiencing homelessness and housing insecurity.

Specific Duties or Typical Work Activities:

- Greets individuals, shares basic information, supports sign-in and check-in processes, and provides tours for new guests
- Supervises guests to ensure they are educated about program policies; assists in upholding policies and rules
- Addresses immediate basic needs of individuals and connects them to available resources
- Provides supplies to meet basic needs such as snacks/meals, linens, containers for their belongings, and hygiene supplies
- Provides conflict resolution, de-escalation, crisis intervention, and additional support as needed
- Assists service providers who work in the space and helps connect guests to the appropriate providers/programs
- Plans, implements, and monitors pro-social and support programming for guests
- Maintains daily log/census data
- Collaborates with colleagues to complete shift-specific tasks such as chore assignments, cleaning, laundry, intake sheets, etc.
- Maintains communication and provides input through shift-to-shift staff journal and data collection tools (e.g. feedback/incident form, daily report)
- Conducts regular facility safety checks, including bathrooms; communicates any needs (maintenance or repairs); addresses any safety concerns immediately
- Attends mandatory staff meetings and required training sessions
- Practices cultural humility in all interactions with guests, providers, colleagues, and community members
- Supports research and data collection tied to the use of the Grace Space including other related activities
- Other related work, as required

Required Knowledge and Skills:

- Ability to interact with individuals with a variety of needs, including individuals experiencing homelessness
- Ability to manage multiple tasks and attend to multiple needs/demands at once
- Must be able to work independently, communicate effectively, and coordinate efficiently with other staff and outside partners
- Ability to work both independently and cooperatively within a team
- Ability to maintain confidentiality and demonstrate good boundaries

Qualifications:

- High School Diploma or equivalent is required
- Associate's Degree (or equivalent of two years of college education) in human service related field is preferred
- Previous experience working with individuals experiencing homelessness or other marginalized groups preferred.
- Lived experience or prior work experience may count toward the preferred education requirement.

Additional Expectations:

- Must comply with Agency and program policies & procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets