North Side Housing & Supportive Services, Inc.
Job Announcement

Job Title: Shelter Support Staff
FLSA: Temporary (Non-Exempt); Hourly
Direct Reports: None
Reports To: Program Manager, Micheal Segoviano Emergency Shelter

Job Summary: Shelter Support Staff are a critical part of NSHSS’s Emergency Shelter operations team. In this position, staff will assist with operating the Emergency Shelter program through the maintenance of a safe and supportive environment for participants using a harm reduction and housing first philosophy. Shelter Support Staff are responsible for daily recordkeeping, facilities maintenance and cleaning, meal service, and performing front-desk clerical duties. PLEASE NOTE – This position is intended to provide support to our temporary second shelter location at the Rauner YMCA.

Benefits: Shelter Support Staff are eligible for a generous benefits package including paid time off and health insurance for full-time employees

Hours: Shifts are between 4 – 8 hours, flexible. Shifts include day, evening, awake overnight and weekends. Days will vary depending upon coverage needs

Duration: Duration is for the next two (2) months; potential to be a permanent position

To Apply: Candidates interested in applying should send a resume and cover letter to Diveda Duplessis at duplessis@northsidehousing.org.

About North Side Housing and Supportive Services
North Side Housing and Supportive Services’ mission is to end homelessness in the lives of individuals by providing permanent housing, emergency shelter, and comprehensive supportive services. We are an innovative organization, committed to providing best-in-class housing and wraparound care that allows people experiencing homelessness to thrive, while also leading systemic efforts to strengthen Chicago’s safety net and end homelessness once and for all. We are poised for significant growth in the coming years, and are looking for exceptional team members to grow with us.

At North Side Housing, we believe that investing in staff and creating a supportive, yet driven organizational culture is critical to our mission. Therefore, we offer staff a generous benefits package, including paid time off, paid holidays, flexible work schedule, agency sponsored health and dental insurance, and simple IRA retirement plan with agency match.

Essential Job Functions
Shelter Operations
• Enter data into an online database and maintain records such as the daily communication log, shelter bed availability, sign-in sheets, client files and resident satisfaction surveys or grievance forms.
• Perform light clerical duties including answering incoming calls and greeting visitors, filing, and copying.
• Maintain a clean facility in good working order by completing duties such as cleaning the sleeping areas and bathrooms, washing house linen, and performing routine facility checks.
• Respond to emergency situations following established procedures, reporting critical issues to supervisor in timely manner.
• Assist program director with problem solving and troubleshooting on an ongoing basis.
• Maintain current documents and forms in client files and/or designated binders.
• Respond to routine inquiries for information on NSHSS, program or confidential client information.

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• Assist in ensuring facility is always staffed by being available to cover shifts as needed.
• Complete other necessary activities to ensure Emergency Shelter program maintains a safe and supportive environment for participants.

Supporting Participants
• Field phone calls and in-person referrals; articulate admission criteria to potential participants.
• Conduct participant orientation and intake for new participants, including the completion of all forms.
• Connect participants to in-house case management and other services as necessary.
• Maintain and/or facilitate the schedule of program activities for participants, including meals, housekeeping tasks, activities, groups and life-skills training.
• Occasionally supervise and document participants in the self-administration of prescribed medication and treatments that are stored in agency refrigerator.
• Accept donations, organize donations, and distribute toiletries and supplies to participants.
• Prepare meals for participants (breakfast, lunch, and dinner).
• Accompany participants on occasional outings.
• Complete other necessary activities to ensure Emergency Shelter program participants feel safe and supported.

Other Responsibilities
• Believe in the core values of NSHSS and be driven by the mission of the organization.
• Serve as an agency ambassador when working with external entities regarding NSHSS’s mission, philosophy and services.
• Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and client oriented and willing to assist where/when needed.
• Develop and maintain appropriate professional relationships with clients and staff of different cultures, race, religion, sexual orientation and gender; respect boundaries with participants.
• Participate in scheduled staff meetings and community meetings as necessary.
• Participate in quality assurance activities, such as file reviews, as requested.
• Attend professional workshops and seminars to enhance skills.
• Other duties as assigned.

Experience, Skills and Education
• High School Diploma required and prior work experience in homeless services, human services or related field preferred. Associates Degree, Bachelor’s Degree or some college experience preferred.
• Basic knowledge of Microsoft Office (Excel, Power Point), Google Products (Gmail, Google Calendar) and familiarity with databases and data entry (such as CRS, HMIS, Shelter Point and Scan Point).
• Ability to work independently and in a team setting.
• Ability to negotiate different personalities, work under competing priorities, assess emergency situations and respond effectively, and knowledge of harm reduction and/or housing first principles a plus.
• Strong oral and written communication skills.
• Food Handling and CPR Certifications preferred.
• Bilingual is preferred.
• Some physical work is required including: lifting, bending, climbing & carrying up to 35 lbs. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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