



Position: Temporary Shelter Support Staff
Reports to: Program Manager - Shelter
Hours: Part-Time, 30 hours/week
Classification: Temporary, Nonexempt
Salary Range: \$23.00 - \$25.00
Role: Onsite

ABOUT PORCHLIGHT

PorchLight is a 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with partnerships and support from King County's Eastside community, PorchLight serves more than 1,700 people each year with street outreach, day center services, shelters, permanent subsidized housing, case management, and other life-saving supportive services—including three meals a day, 365 days a year.

PorchLight is a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission. Our core values are relationship, community, empowerment, dignity and respect. These values embody the PorchLight mission to partner with men experiencing homelessness & the community to create a path to stable living.

OVERVIEW OF POSITION

The Shelter Support Staff Intake Specialist fulfills duties that ensure the men are treated in accordance with PorchLight's values and mission. They will gather information from new and prospective clients, identifying legal and health history. The Shelter Support staff helps build and maintain a culture of respect and empowerment, a community where men and staff work together to provide safety, support, and a smooth functioning environment. Building collaborative, empowering, and healthy relationships with clients is critical to the success of this role.

This position helps ensure that client information is collected, organized, and secured in our system(s). Shelter Support Staff Intake Specialist will assist with keeping the shelter spaces clean and organized and ensure that activities, incidents, and needs of the shelter spaces and clientele are communicated to the appropriate PorchLight team members for assistance and follow-up.

KEY RESPONSIBILITIES

- Build respectful, empowering relationships with shelter clients.
- Help foster and maintain a healthy culture of respect, empowerment, and community where the men can move forward in their goals to achieve stability.
- Communicate necessary guest information to day staff to keep them informed.
- Follow and enforce Shelter Guidelines, Policies, and Procedures with Shelter Guests.
- Support and assist guests with their shelter needs as they arise (ex. questions, concerns, hygiene supplies, cleaning supplies, bedding, food, and more).
- Maintain the safety and security of shelter property and report concerns to supervisor/On-Call or the authorities.
- Work with clients to maintain the grounds, cleaning schedules, and other chores as needed.
- Assist with meals, following food safety protocols.



- Coordinate client sign-in, sleeping arrangement, blanket assignment, client orientation, and responsibilities of the shelter, as well as shelter space and amenities.
- Conduct client intake and orientation to new clients as they arrive at the center.
- Monitor all client sleeping areas, bathrooms, kitchen, etc.
- Promptly de-escalate any potential or actual conflict with clients.
- Complete staff log, enter client characteristics, complete incident reports and bed night data into a database.
- Maintain the cleanliness of the shelter by performing housekeeping tasks outlined in (ex. sweeping, mopping, disinfecting).
- Answer phone during each shift, read and respond to calls, emails, or log communications.
- Ability to accurately record required client and staff documentation information while maintaining confidentiality and firm boundaries.
- Document shift notes and complete proper documentation, including but not limited to call logs, task list checks off lists, incident reports, reasonable suspicion forms, and mandated reporter documentation/reporting duties.
- Participate in regularly scheduled staff meetings and trainings.
- Adhere to policy and procedures, including the employee handbook.
- Other duties as assigned

Qualifications, Knowledge, Skill Required:

- Strong customer service skills with the ability to work with an underserved and vulnerable population.
- Understanding (or commitment to develop an understanding) of the intricacies of homelessness.
- Experience, ability, and willingness to work respectfully with culturally diverse people.
- Ability to establish and maintain professional boundaries while working with clients.
- Ability to thrive in a flexible, fast-paced, and growth-oriented environment while maintaining a positive solution-oriented and client-centered approach.
- Ability to enforce shelter rules, including maintaining a behavioral-based, low-barrier environment.
- Understanding or willingness to train in trauma-informed care, diversity, equity, and inclusion.
- Ability to maintain confidentiality of guests.
- Ability to work in a setting that can be highly stressful.
- Ability to work independently and with a team.
- Ability to interact with volunteers and provide leadership.
- Strong interpersonal skills, compassion, and firmness towards guests, clients, and employees.
- Proficiency in navigating Microsoft Office products, specifically Outlook email, Word and Excel.

CERTIFICATES, LICENSES, & REGISTRATIONS

- CPR/First Aid Training

SUBMISSION

To apply, please submit resume to careers@porchlightcares.org

TIMELINE

Applications will be considered on an ongoing basis; position open until filled.



EQUAL OPPORTUNITY STATEMENT

Decisions and criteria governing the employment relationship with all employees at PorchLight are made in a non-discriminatory manner, without regard to race, color, creed, religion, national origin, sex, marital status, pregnancy, disability, sexual orientation, gender identity, veteran status, age, FMLA status, or any other factor determined to be unlawful by federal, state or local statutes.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.