**Position Description**

**Job Title: On-Call Shelter Assistant**

**Supervisor:** Shelter Operations Supervisor

**Classification:** Non-Exempt

**Hiring Pay Range:** $16-$17 per hour

**About UMOM New Day Centers**: Founded in 1964, UMOM is Arizona’s largest provider of services for families experiencing homelessness. Our mission is to restore hope, rebuild lives, and end homelessness. With an annual operating budget of $22 million dollars, UMOM provides shelter, supportive services, and housing programs to families and single women experiencing homelessness in Maricopa County. UMOM serves over 15,000 unique individuals across all our services annually, including families receiving support at the Family Housing Hub.

**Position Description:** The On-Call Shelter Assistant is responsible for assisting clients in a 24-hour/7days a week shelter program to ensure the safety, health, and well-being of all participants. This role will promote an environment of safety, support, and embrace a trauma-informed care model to working with participants.

**Essential Duties and Responsibilities:**

* Provides friendly customer service to participants, volunteers, guests, and UMOM team members.
* Answers all phone calls and transfers to the appropriate person or department.
* Provides answers, when possible, to questions regarding programs offered by UMOM to participants, volunteers, guests, and UMOM team members.
* Offers support, assistance, and encouragement to all participants in shelter by helping to meet immediate basic needs.
* De-escalates conflict in a safe and appropriate manner, responding to crisis as necessary by contacting on-call leadership, police, fire department and/or crisis team as needed.
* Assists with receiving donations, facility clean-up, submission of work orders, and assists with events.
* Supports participants in understanding and following the program expectations and policies, providing written documentation when appropriate.
* Engages participants, when appropriate, to connect them with resources and case management.
* Monitors shelter site to ensure the safety and security of all participants by completing rounds and wellness checks.
* Conducts room checks and room searches for health and safety of shelter site.
* Monitors participant move-outs.
* Provides hygiene supplies, personal mail and packages to participants, and documents, when appropriate.
* Oversees the traffic and communication related to shelter operations ensuring all proper procedures are followed.

**Qualification and Competency Requirements:**

Experience and Education

* High school diploma or GED equivalent required
* One year of professional experience in social services preferred
* Previous experience working with low-income/at-risk/homeless individuals or vulnerable populations preferred

Computer skills

* Proficiency with applications including Microsoft Word, Excel, Power Point, and Outlook.

Compliance

* Valid Level One Fingerprint Clearance Card or the ability to obtain one

Physical Activities and Working Conditions

The physical demands and working conditions described here are representative, but not exhaustive, of those that must be met by an employee to successfully perform the essential functions of this job.

* Ability to lift at least twenty pounds when receiving mail packages, donations, moving client supplies, and other tasks relevant to the position
* Ability to ascend and descend one flight of stairs regularly
* Ability to perform duties outdoors in all weather conditions.
* Ability to perform duties requiring extended periods of time being stationary manipulating client files, a computer (keyboard, monitor, mouse), and other standard office equipment including, but not limited to printer, copier, telephone, and associated computer/technology peripherals.

Additional Attributes

* Willingness to embrace and actively support the unique culture and values of UMOM
* Ability to focus on the tasks and details relevant to the position and the organization, while also switching quickly between tasks.
* Ability to exercise excellent independent judgment and take ownership of decisions.
* Ability to think on a broad, systems-level relative to the scope of the position.
* Ability to work independently and self-manage to achieve goals while being a strong team player.
* Ability to organize, meet deadlines, and delegate appropriately.
* Ability to cope with and embrace change, risk, and uncertainty.
* Ability to develop strong relationships within a fast-paced, collaborative setting that values diverse opinions; enthusiasm for helping drive change as UMOM becomes a more data-driven organization.

**Work Schedule:** The typical schedule for this position varies due to the on-call nature of the position. A minimum of three days availability per week is required, including weekend and holiday availability.

**Other:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.