

# WEST SIDE CATHOLIC CENTER

## Job Description

**TITLE:** Housing Coach – 3<sup>rd</sup> Shift  
**REPORTS TO:** Associate Director of Housing  
**WORK HOURS:** Full-time position; 11 p.m. to 7 a.m. Assigned shifts may change depending on staffing needs.  
**FLSA:** Non-Exempt  
**DATES UPDATED:** 7/27/2020, 10/14/2020, 4/22/2021, 4/22/2024

### SUMMARY:

As part of a team, provide responsible care for the Shelter's residents and perform tasks to assist with the smooth and effective operation of the Shelter. Performs duties of a similar nature as may be required.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answers the shelter phone and door.
- Makes daily rounds, including the VA Apartment, to ensure residents are adhering to Shelter guidelines.
- Provides bed linen and personal care items and giving new residents a tour of the shelter facility.
- Completes food preparation when necessary, for meals and serve meals and snacks to residents, properly storing leftovers after meals.
- Offers support to residents by listening to, interacting with, respecting, showing interest in, holding accountable, and caring about each individual.
- Offers supportive and constructive feedback to shelter residents, regarding their circumstances and choices.
- Provides guidance and information to residents regarding housing.
- Coordinates and presents weekly housing group programming to residents.
- Records observations and resident information as progress notes in resident files; assists with recording of statistical information necessary for reporting and analysis.
- Discharges residents as necessary according to shelter procedure; properly store belongings, strip bed, wash linens, and prepares bedroom area for the next resident.
- Provides hospitality to Shelter residents by creating/maintaining an atmosphere of respect, trust, calm and safety utilizing aspects of training regarding the effects of trauma and enhancing a Trauma Informed Service Environment.
- Maintains a clean environment by overseeing completion of resident's chores and assisting with cleaning common areas.
- Welcomes, introduces and cooperates with guest speakers, presenters, volunteers, program coordinators, etc. who offer their service to shelter residents. Trains volunteers as needed.
- Protects shelter property from damage, misuse, and theft as much as possible; follows shelter guidelines for use of shelter property; accounts for shelter supplies, as necessary.
- Attends and participates in staff team meetings and Agency wide trainings.
- Supervises residents to ensure that program guidelines and procedures are respected and adhered to.
- Adheres to the agency's Code of Ethics.
- Performs additional duties and work reassigned shifts for the benefit of the shelter program and residents, as assigned by the Director.
- Performs duties of a similar nature as may be required.

**QUALIFICATIONS:**

- High School Diploma or GED equivalent.
- Associate degree or working toward a Bachelor's degree in a human service field preferred.
- Two (2) years of experience working in a community based social or human service environment with individuals experiencing homelessness and poverty.

**SKILLS AND KNOWLEDGE:**

- Knowledge of life issues that contribute to homelessness.
- Strong communication skills, both verbal and written with the ability to communicate specifically with an audience from diverse racial, ethnic, and socioeconomic backgrounds.
- Experience with crisis intervention
- Capacity to understand people and respond in a warm, friendly manner to persons who are served by the center and shelter
- Ability to work effectively in an often-stressful environment
- Sensitivity to the needs of individuals experiencing a crisis
- Understanding trauma and its impact on the behaviors of individuals who have experienced traumatic life events
- Experience working directly with people from diverse, racial, ethnic, and socioeconomic backgrounds.

**JOB CONDITIONS:**

This position requires the employee to work with a diverse population, therefore, there may be exposure to potentially infectious material. Other exposures could include cleaning supplies, chemicals involved in pest control, paint and other materials used in building maintenance.

**PHYSICAL AND MENTAL ACUITY REQUIREMENTS:**

The requirements 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.

- Able to hear phone conversation, doorbells, emergency alarms and face-to-face conversation.
- Able to speak clearly in person and on the telephone.
- Able to hand write legibly.
- Vision that enables person to read normal size print and handwritten notes; and distance and peripheral vision than enables person to monitor large space and identify concerns that require staff response.
- Mobility/dexterity of hands/arms.
- Able to sit for sustained periods of time.
- Able to walk the entire building and ascend and descend stairs quickly to move from one floor to another in order to respond to emergency situations.
- Able to stand for long periods of time.
- Able to lift, move and/or carry up to 50 pounds.
- Regularly able to perform duties as assigned.

It is the policy of West Side Catholic Center to provide reasonable accommodations to qualified individuals with a disability who are either applicants for employment or are current employees. Should you require any assistance or reasonable accommodation to complete this application or participate in interviews, please make a note on the application or notify the interviewer.

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This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

To understand responses to traumatic life events, the concept of a trauma informed environment, vicarious trauma and the need for self-care.

We are committed to promoting **Diversity, Inclusion, and Equity** throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

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Staff Signature

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Date

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Supervisor Signature

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Date