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## **Shelter Assistant**

Shelter Corps Volunteer Position

**SHIFT SCHEDULES: Daily 6:00am – 9:30am (Breakfast Shift), 11:30am – 2:30pm (Lunch Shift), and/or 5:45pm – 9:15pm (Dinner Shift)**

Reports to: Shelter Manager or Residential Team Lead

### **Overall Objective:**

Provide strength-based and client centered assistance to people experiencing homelessness as they move from homelessness to permanent housing. As part of the Bridge to Home Shelter Corps team, Shelter Assistant Volunteers work with staff to provide services to clients residing in the BTH shelter as well as community guests .

### **Position Description:**

Shelter Assistants supplement shelter staff in the daily operations of the facility so that staff and clients have additional time to engage in educational resources, life-skills development, meals, and other developmental skills and activities that assist in providing the foundation for a safe shelter and moving from homelessness to housing.

Examples of Shelter Assistant responsibilities include:

- Provide meal services and kitchen support.
- Monitor hallways, dormitories and courtyards, supporting clients by meeting their needs and reporting any issues or concerns to staff.
- Assist clients in meeting their hygiene needs by providing towels, hygiene supplies and completing shower logs.
- Assist in maintaining the cleanliness of the facility.
- Assist in facilitating client laundry support.
- Greet clients at the sign-in desk and completes sign-in logs accurately.
- Co-facilitates client activities with Volunteer Group Instructors and staff.
- Interact individually with clients providing shelter-based friendship, sharing interests, and supporting clients while remaining focused and meeting their goals.
- Maintain shelter safety protocol by adhering to Bridge to Home’s Shelter Rules and Policies.

### **Position Requirements:**

- Must be 18 years of age or older
- Have two (2) character reference letters dated within the past 12 months
- Be able to commit to a minimum of one (1) shift per week
- Demonstrate social sensitivity when dealing with the agency’s clients
- Maintain confidentiality at all times
- Be able to communicate in a positive and confident manner to staff, clients, and other team members
- Demonstrate a basic understanding and compassion for people with varying circumstances and diverse backgrounds
- Ability understand written and oral instructions to make quick and reasonable decisions and conclusions

### **Desired Qualifications:**

- Adult CPR and First Aid certified