

Grace Place Shelter Aide Position Description

Organization: Interfaith Hospitality Network of Greater Cincinnati
Position: Grace Place Shelter Aide (as needed)

Required Qualifications:

- 4-year degree preferred.
- Experience working in social services setting.
- Experience working with homeless populations preferred.

The ideal candidate will embody:

- Commitment to serving those in need.
- Reliable and dependable attendance.
- Excellent problem solving ability.
- High degree of initiative and autonomy.
- Excellent written and verbal communication skills.
- A good sense of humor in a sometimes high-pressure environment.
- Appreciation and sensitivity for a culturally diverse staff and client base.
- Ability to lift up to 35 pounds.
- Ability to perform routine manual work such as cleaning and cooking.

Summary:

The Grace Place Shelter Aide serves families staying at IHNGC's overnight shelter location, Grace Place, in College Hill, throughout varying weeks of the year when the facility is not staffed by volunteers. This position is shared by several employees, but one at a time, the aide works independently as the only staff member overseeing the facility. It requires a high degree of autonomy, problem-solving skills, initiative in times that seem slow and fast-thinking when times seem fast-paced and challenging. Primary responsibilities include overseeing safety and well-being of guests staying at Grace Place.

Responsibilities:

- Create a hospitable and calm atmosphere so families can feel at home
- See that children are supervised by parents at all times
- Help parents with anything they may need
- Ensure that Grace Place is clean by sweeping floors, wiping counters, taking out trash, putting items away, cleaning up messes, turning off appliances, and throwing away expired foods
- Ensure that the building and surroundings are safe and secure at all times
- Communicate with Shelter Operations Coordinator for non-urgent needs; with IHN On-Call for guest emergencies and urgent needs; and with CAIN (Churches Active in Northside) with any Grace Place maintenance needs
- Check lights, appliances, and equipment each shift to make sure that they are safe and in operating order; report any dysfunctions to the Shelter Operations Coordinator and to CAIN
- Open and close the Grace Place building using the key lock box
- Make sure that the building and surroundings are "child-proof," with all dangerous and hazardous materials locked up and inaccessible to children. Keep medication bag locked in overnight host room, and keep pantry locked when not in use
- **Evening/Dinner Host**
 - At the beginning of a new hosting week (Sunday evenings), use the guest room assignments from the census email to ensure each guest room is ready for the assigned families. If any new families have been added to the census over the week, ensure that their assigned guest room is ready for their use. Label rooms and inform families about which room is assigned to them
 - Prepare dinner meal as directed by Shelter Operations Coordinator and by 5:30pm, set up dinner buffet style with plates, napkins, silverware, and cups
 - At around 5:30pm, meet the van upon arrival, greet families, and take med bag from driver in to overnight host room
 - After families finish dinner, clean up dishes and pack up leftovers, set up lunch supplies and when all guests have packed their families' lunches, put away lunch supplies
 - After dinner and lunch making, start the dishwasher and clean any dishes that do not fit in the dishwasher
 - At 9pm, announce bed time for kids
- **Overnight Host**
 - Upon arrival to Grace Place, communicate with evening/dinner host in regards to family updates or concerns
 - In the evening:
 - Help parents get their kids to bed by 9pm and all to bed by 11pm
 - Empty dishwasher and put away any dishes
 - Put away any snacks and drinks

- Sleep in overnight host room, and help guests with any emergencies that arise in the night
- In the morning:
 - Make sure coffee is ready and breakfast items are laid out
 - Knock on doors to wake up families one hour before van arrives. Every 15 minutes after this, tell guests how long they have before van arrives
 - When the van arrives, ensure all guests get on the van on time and take med bag to van driver
 - Complete morning checklist
 - Ensure the completion of food checklist and email to Shelter Operations Coordinator with foods that are needed
- Carry out other responsibilities as assigned

Hours: Shelter Operations Coordinator will post available shifts on DropBox and notify all Grace Place Shelter Aides by email. Staff members will sign up via DropBox for shifts. Shifts are on a first come, first serve basis. Staff members cannot work more than 40 hours in a week.

Evening/Dinner Host shift: 5pm – 9pm

Overnight Host shift: 8:30pm – one hour after morning bus pickup

Accountability: Accountable to the Shelter Operations Coordinator

I received and understand my job description as described above.

Signature

Date