



Our mission is to provide safe shelter and help people improve the quality of their lives as they move beyond homelessness.

Visit shelterhouseiowa.org to learn more!

Position Title: Shelter Coordinator

Reports to: Evening and Overnight Services Manager

Key Responsibilities:

1. Provide direct support services that are high quality, consistent, and in accordance with the Shelter House mission, vision, and values to people who are experiencing homelessness in an emergency shelter setting.
2. Manage client records and files to ensure accuracy and confidentiality.
3. Maintain and regulate the facility to ensure a safe and healthy environment.
4. Work with other Shelter House staff to ensure all emergency and housing programs are working together to provide quality support services to people who are experiencing homelessness.
5. A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence, and care toward self, others with whom we work, and those for whom we provide care.

Key Responsibility: Provide services that are high quality, consistent, and in accordance with the Shelter House mission, vision, and values.

So That:

- A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence, and care toward self, others with whom we work, and those for whom we provide care.
- A welcoming environment is provided to clients, donors, volunteers, and the general public.
- Meal services are offered to all guests
- Persons who are experiencing homelessness feel safe, listened to, and valued.
- Donors are recognized and donations are distributed to those in need
- Support services, including diversion, is offered to all individuals and households that are having a housing crisis.

Key Responsibility: Manage client records and files to ensure accuracy and confidentiality.

So That:

- The diversion and intake process for people who are seeking shelter is completed.
- You ensure that all services are confidential and no information is shared without consent.
- Tracking and monitoring systems are accurate and up-to-date daily, including bed charts, shift changeover information, client messages, and staff log.

Key Responsibility: Maintain and regulate the facility to ensure a safe and healthy environment.

So That:

- The facility is secured through the appropriate use of alarm and security functions, and you respond immediately to any breaks in security.
- Thorough checks of both the interior and exterior are performed every two hours.
- You intervene and appropriately de-escalate crisis situations.
- All guests have access to cleaning supplies and equipment in order to complete assigned building chores.
- In-kind donations are managed and well organized according to established protocol.

- Trash is removed after each shift and work areas are kept clean and well organized
- Guest laundry is completed on a nightly basis.
- Guest mail is processed and distributed daily.

Key Responsibility: Work with other Shelter House staff to ensure all emergency and housing programs are working together to provide quality support services to people who are experiencing homelessness.

So That:

- Confidentiality in guest and client information is maintained at all times.
- Intake and exit procedures are thoroughly conducted in a timely manner, including ServicePoint HMIS documentation and agency required paperwork.
- Appropriate program forms pertinent to client confidentiality are organized, as complete as possible, and secure.
- The emergency shelter is housing-focused and ensures that even people that are not enrolled in a housing program receive support to find housing and end their homelessness.
- You attend and are actively engaged in required agency meetings, such as all-staff and department meetings.
- You complete other duties as assigned by the Shelter Manager or Emergency Services Director.

Position Qualifications:

1. It is the expectation that this position will work regularly either part-time or full-time hours depending on status per week between the hours of 5:00pm and 9:00am. Availability to work during these time periods during the week and weekends is required.
2. Minimum of high school diploma or GED.
3. 1 year of experience working with persons in poverty or with disabilities preferred.
4. Positive Attitude.
5. Ability to work under pressure.
6. Effective written, verbal, interpersonal communication and computer skills.
7. Commitment to our mission and vision.

Compensation is commensurate with experience. Positions available are part-time and full-time. Overnight availability is highly desired. A full-time position comes with health, dental, paid leave and retirement plan benefits. **Interested applicants should send their resume, a cover letter, and three references directed to Debbie Peck, Emergency Services Director, to hr-staff@shelterhouseiowa.org. Applications will be accepted until filled. Shelter House is a United Way Agency and an Equal Opportunity Employer.**