



Who you are

First and foremost, you want to help others. You believe that every human being has the right to safety, shelter, food, dignity, and love, no matter who they are or where they came from. You are compassionate, hard-working, patient, and level-headed. You can work well with everyone regardless of cultural background, socio-economic status, or personality type. You believe in the importance of maintaining policies and boundaries, but don't like rules for the sake of rules. You have a good sense of humor, high emotional stamina, and a commitment to a healthy work/life balance and self-care. You're a team player. You have experience providing direct service to people experiencing homelessness, mental illness, and drug/alcohol addiction.

If this sounds right, we want you to join our Sophia's Place shelter staff!

Who we are

The Sophia Way is a 501c3 nonprofit organization with a mission to end homelessness for adult women on the Eastside. We are a group of passionate, dedicated, and smart women with a common vision of an Eastside where every woman has a place to call home. We value diversity, equity, teamwork, and investment in our staff. We help and support each other, as well as the women we serve. We are a family!

The job

The Shelter Supervisors support The Sophia Way's mission of assisting women from homelessness to independence by providing direct service and supervision to program participants, helping them adapt to community living and program policies, and ensuring effective operation of the shelter program.

Responsibilities:

The essential functions include but are not limited to ...

- Maintain a safe, supportive environment within the shelter.
- Monitor facility to maintain safety of clients and shelter space.
- Assist clients with shelter routines.
- Support clients in following all shelter procedures.
- Help clients work through conflict with others living in the shelter.
- Keep shelter clean, restock supplies, and complete shelter laundry.
- Communicate observations and interactions with clients to Shelter case manager and shelter management through documentation in daily log.
- Set up meals, following all food safety guidelines.
- Intervene in client crises under the direction of shelter management.
- Complete documentation for meal donations and as needed for client reporting.
- Basic maintenance, organization & cleaning of facilities.
- Treat clients in a culturally sensitive manner.
- Participate in program, Department and agency meetings and relevant trainings as required, as well as inter-agency groups that provide assistance and advocacy to homeless women.
- Adhere to agency policy, procedures and professional code of ethics.
- Complete all duties as assigned. Other duties as required.

Qualifications

- One year experience working with homeless population, especially women, preferred.
- Ability to maintain clear personal and professional boundaries.
- Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.
- Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- Ability to remain alert and on duty throughout shifts.
- Ability to respond responsibly in emergency and crisis situations.
- Ability to communicate well both orally and in written form, and follow detailed instructions.
- Basic computer skills including used of Windows Office Suite programs.
- Food handler's permit or willingness to complete training after hire.
- Current driver's license.
- Ability to accurately record information for required client and staff documentation.
- Ability to effectively interact with clients, co-workers, and volunteers with diverse ethnic and cultural backgrounds and treat each individual with respect, dignity, and compassion.
- Physical ability to lift 25 pounds, sit, stand, bend, reach, and perform cleaning duties.
- CPR/First Aid certified or willingness to secure after hire preferred.
- Associate of Arts Degree, in Social Work, Psychology, Human Services, or related field preferred.

Practicalities

Reports to: Sophia's Place Shelter Manager

Work station: Sophia's Place: 3032 Bellevue Way NE, Bellevue, WA 98004.

Hours/schedule: We are looking to fill at least one full-time position as well as one or two substitute/on-call positions. Shifts are overnight from 6:00 PM to 8:00 AM. Set, weekly schedule to be determined with Sophia's Place Shelter Manager.

Compensation: \$16/hour plus benefits for full time staff. Benefits include medical, dental, IRA, and team of dedicated co-workers.

To apply: Please send resume and cover letter to Programs Director Karie Stearns at karie@sophiaway.org. No phone calls, please.

The Sophia Way is an Equal Employment Opportunity Employer and does not discriminate and is open to all qualified candidates, regardless of race, color, gender, sexual orientation, religion or national origin. We also willingly comply with laws that govern age discrimination, equal pay and sexual harassment.

The Sophia Way, 11061 NE 2nd St., Suite 223, Bellevue, WA 98004 • 425.463.6285 • www.sophiaway.org