



## Job Description: On Call Shelter Supervisor

### The Sophia Way's Mission

To help end homelessness for adult women in East King County by providing shelter, case management, life skills training, social services and supportive permanent housing, offering a path from homelessness to stable independent living.

### The Position

The Shelter Supervisor support On Call staff

### 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.

### On Call Hours

	MON	TUES	WED	THURS	FRI	SAT	SUN
EVE	6:00 PM - 12:00 AM				6:00 PM - 12:00 AM	6:00 PM - 12:00 AM	6:00 PM - 12:00 AM
GRAVE	12:00 AM- 8:00 AM	12:00 AM- 8:00 AM	12:00 AM- 8:00 AM	12:00 AM- 8:00 AM	12:00 AM- 8:00 AM	12:00 AM- 8:00 AM	12:00 AM- 8:00 AM

**Highlighted shifts are guaranteed biweekly.**

### Qualifications

- One year experience working with homeless population. Experience working with homeless 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.
- Willingness to complete food handlers 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.
- TB test or willingness to obtain.
- Pass a criminal background check.
- Associate of Arts Degree, in Social Work, Psychology, Human Services, or related field preferred.

### Practicalities

**Reports to:** Lead Shelter Supervisor

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

**On Call Scheduling/Compensation Policy:** Shifts are either evening or overnight. You will be required to work a minimum of two on call shifts per month with an opportunity to increase the number of shifts. If you are called into physically work the shift you must be there within forty-five minutes and will be compensated at the hourly on call rate.

**Compensation:** \$20/hour on call rate. On calls will also have the opportunity to be considered for permanent part time and full time positions as they become available.

**To apply:** Please send resume and cover letter to [careers@sophiaway.org](mailto:careers@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 2<sup>nd</sup> St., Suite 223, Bellevue, WA 98004 • 425.463.6285 • [www.sophiaway.org](http://www.sophiaway.org)