



Position: City with Dwellings Winter Shelter Monitor (overnight only)

Compensation: \$18/hour

Opening Date: 10/14/22

Closing Date: 11/25/22

FLSA Status: Non-exempt, part-time

To apply: E-mail krista@citywithdwellings.org for application link.

Candidates must complete all applicable background checks, including a substance use test before being hired.

Position Overview:

City with Dwellings is seeking overnight monitors to provide trauma informed leadership and oversight of the nightly operation of the winter shelter, which will be located at a local church facility (separate for men and women guests). Monitors will be working with people experiencing street homelessness who also have mental illness. This position will report directly to Krista O'Connell and the Winter Shelter committee of City with Dwellings. Position is located in Winston-Salem, NC and is for 24-36 hours/week.

Key Responsibilities:

- Must be available to work 8 hour shifts (11pm-7am) from November 28, 2022-March 31, 2022.
- Work and communicate well with a team of volunteers and church leaders at your shelter site.
- Assist with "front-door" security (preventing guests from coming and going).
- Provide a positive, supportive, and respectful presence within the shelter.
- Follow all procedures regarding inspections, safety, and resident wellness.
- Ensure that the shelter space is in good, safe, working order.
- Effectively communicate with guests so that they understand rules, rights, and responsibilities of residing at the shelter.
- Maintain a working knowledge of all policies and procedures guiding the work of the shelters. Perform all job functions in line with these policies and procedures.
- Complete nightly report logs and (as needed) incident report logs during every shift. Maintain confidentiality standards with regards to guests records, reports, and notes.
- Perform proactive de-escalation and accommodation strategies with guests. Appropriately handle individual and group crises and conflicts.

- Follow site procedures for handling emergencies such as fire evacuation, emergencies requiring EMS, or circumstances requiring police intervention.
- Attend and participate in staff meetings and in-service training as requested.
- Assist with other, appropriate guest needs.

Candidates should substantially demonstrate the following knowledge, skill, and abilities:

- Strong leadership and communication skills are essential to this position.
- An ability to make in the moment leadership decisions consistent with training.
- Should be able to work at a fast pace within a variety of settings and circumstances.
- Conflict management skills that de-escalate crisis situations consistent with training.
- Patience in working with challenging situations and persons.
- Knowledge of factors that lead to homelessness and conditions around mental, behavioral, and addictive illness.
- Able to relate to persons with addictive and/or mental health behaviors with sensitivity and low anxiety.
- Preference to applicants who have experience of direct service with homeless or mental/addictive health population.
- Excellent active-listening skills, creative problem solving, able to prioritize and manage multiple tasks, able to work without supervision.
- Able to maintain appropriate and healthy boundaries. Conscious of the need for confidentiality.
- A passion for working with persons facing homelessness as part of a team.

Physical Requirements:

- This job is a high level of physical exertion - including, but not limited to: lifting storage bins, pushing carts, walking, assisting people to their feet, and remaining awake and alert through a third shift position.

City with Dwellings: a Community First Initiative is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, ancestry, age, gender, sexual orientation, marital status, national origin, disability or handicap, or veteran status.