

# Lead Shelter Associate, Housing Navigation Center Job Description

## United Way of Weld County

### ORGANIZATION OVERVIEW

Through the vision and support of United Way donors and volunteers, together we are building a better Weld County, one where:

- children are reading to learn by the start of fourth grade
- youth are working at good jobs by age 25
- families have stable housing
- older adults are aging well and
- people are connecting to the help they need.

### OVERVIEW OF RESPONSIBILITIES

The Housing Navigation Center (HNC) is a resource center that provides services to people experiencing homelessness, helps people regain housing, and helps households in Weld County navigate local housing resources. As part of Weld's Way Home, Weld County's initiative to address and prevent homelessness, the HNC provides clear access to housing services ranging from homelessness prevention to sheltering. The person in this role will use a Housing First focus to assist in overnight shelter operations and tasks. They will work directly with people experiencing homelessness to provide a safe, effective, and welcoming emergency shelter.

### KEY RESPONSIBILITIES

#### *Supervisor Duties*

- Oversee and direct shelter associates during shifts and provide guidance to shelter policies and norms
- Report to shelter manager with updates and communicate with daytime and overnight staff
- Maintain change-over documents and facilitate staff communication

#### *General Duties*

- Work with people experiencing homelessness during shelter hours to provide a welcoming shelter environment, ensuring guest and staff safety, and providing guests with appropriate resources
- Manage overnight shift schedules at the shelter, including the ability/availability to fill in shifts when needed
- Perform shelter check-in/check-out responsibilities including completing intakes, assisting with meal service, preparing sleeping areas, handing out donations, and maintaining shelter cleanliness and organization
- Carry out HNC policies and procedures for overnight shelter activities including COVID-19 procedures, shelter safety policies, and general operational procedures
- Utilize trauma-informed de-escalation techniques to address guest concerns and mitigate conflict
- Maintain relationships among community partner agencies, key stakeholders, and the Weld County community to increase awareness of cold weather shelter resources and to maintain cold weather shelter stability
- Coordinate with the HNC staff to ensure seamless service delivery between daytime and night-time operations

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- Assist in staffing extreme weather days during daytime shelter hours, when required
- Maintain neighborhood relationships around the HNC
- Participate in training around Housing First, Trauma-Informed Care, Mental Health First Aid, and other necessary topics
- Ensure data reporting through the Homelessness Management Information System (HMIS)

#### *United Way of Weld County General*

- Support and promote the mission, values, goals and objectives of United Way, including representing United Way in professional organizations and the community (as assigned).
- Support fundraising efforts of United Way and activities that support United Way.
- Support United Way annual events, disaster response, and other activities as assigned.
- Participate in staff meetings and in service opportunities.
- Contribute to organizational promotions including writing promotional copy, proofreading informational and campaign materials, participation in outreach, etc.
- Other duties as assigned.

### **UNITED WAY WORLDWIDE CORE COMPETENCIES FOR ALL STAFF**

- **Mission-Focused:** Catalyze others' commitment to mission to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

### **ESSENTIAL SKILLS**

- Ability to work flexible hours including evenings, weekends, and overnight shifts
- Self-motivated; proven excellent performance standards and quality of work
- Excellent customer service and phone skills
- Ability to effectively respond to escalated situations or crisis
- Data and intake experience in HMIS or related data systems
- Networking and community relationship building skills
- Effective interpersonal communication skills including one-on-one conversations
- Ability to work independently and as a team player

## EDUCATION/EXPERIENCE REQUIREMENTS

- High school diploma and one year experience providing homeless services, case management, social work, health/human services, public health, or related nonprofit field
- Experience in case management, shelter services, and/or homelessness response services
- Experience utilizing trauma-informed care, de-escalation, Housing First, and person-centered care principles
- Experience and willingness to work with highly vulnerable individuals and people experiencing homelessness

## POSITION STATUS

- Part-time, 20-30 hours/week, hourly, non-exempt
- Work hours are in the evenings, overnights, and weekends
- Holidays required, holiday pay included at 2x hourly rate
- Background check required
- Random & reasonable suspicion drug testing
- Salary range (h5): \$19.38 – \$22.26 per hour
  - Additional \$2/hour overnight differential
  - Bilingual differential available

## BENEFITS

- Benefits includes vacation, sick, parental leave, and short-term disability.
- Flexible work hours with potential downtime for school work, ideal for university students
- Evening meals provided during work shifts

## EQUAL OPPORTUNITY EMPLOYMENT STATEMENT

United Way of Weld County is an Equal Opportunity Employer and conducts its recruitment and hiring based solely upon job-related qualifications, without regard to race, color, religion, age, sex, national origin, sexual orientation, disability or veteran status.

## APPLICATION INSTRUCTIONS

Please visit our website at <https://www.unitedway-weld.org/careers> to view the full job description and application instructions. Bilingual and multilingual candidates encouraged to apply.

Send resume and cover letter to Jenny Shaw, Director of the Housing Navigation Center, at [jshaw@unitedway-weld.org](mailto:jshaw@unitedway-weld.org). Review of applications will begin immediately and will continue until positions are filled.