



Family Promise of Spokane

Shelter Support Specialist Internship

Last Updated: 1/1/2020

OVERVIEW: Family Promise is looking for compassionate and highly motivated people to serve homeless families in practical ways in our 24/7 shelter. Shelter Support Specialists are leaders on the shelter care team, participating and monitoring daily operations of life and helping out when necessary. A formidable candidate will be motivated by a passion to give homeless families the practical skills needed to have a stable life as well as model initiative and courage to try new things. This internship is highly customizable and can be modified to meet educational requirements or personal interests.

POSITION DUTIES

- Assist the Lead Supervisor with shelter operations and cover in the case that Supervisor needs to step out.
- Create and maintain a welcoming, friendly and safe environment for all families, volunteers, and community partners
- Engage in conversation with guests about their daily goals, current barriers and other challenges in order to empower them towards problem-solving
- Oversee the day-to-day functions of the shelter which include providing access for families to all services (showers, laundry, kitchen, storage, supplies, and laptops)
- Prioritize the security of the shelter to ensure it is a safe place for parents and their children
- Provide accurate documentation for all incidents and emergencies
- Answer phone calls and utilize confidentiality to ensure accurate communication
- Attend weekly staff meetings if available
- Create an encouraging, loving, and empowering environment for families
- Complete intakes for new arrivals and ensure they are notified about shelter operation schedule and policies
- Maintain guest confidentiality and abide by all privacy regulations
- Conduct necessary disciplinary actions for non-compliant guests and de-escalate tense situations
- Train volunteers to perform duties with confidence and provide them with tasks and projects
- Ensure all volunteers sign-in and out, give feedback at the end of their shifts, and that they are thanked

SKILLS

- Competent using Google Suite (Google Docs, Google Sheets, Gmail)
- Excellent written and verbal communication skills
- Appreciated but not required: Education or Experience Equivalent to a BA in Social Work or Related area (or BA with minor in related areas) such as Human Services, Organizational Leadership, or Social Administration; experience working with at-risk populations

QUALIFICATIONS - A formidable candidate will:

- Uphold high standard of dignity for guests
- Work independently, as well as collectively with guests, volunteers and staff
- Have a servant's heart
- Be punctual and prepared
- Be comfortable relating to homeless families and people from diverse backgrounds
- Maintain professional boundaries with guests
- Take initiative to learn new things

STRUCTURE: A Shelter Support Specialist works directly with the lead Shelter Shift Supervisor at Open Doors Family Shelter and other interns in the department. All hours are required to take place on site at Open Doors. Interns work 10 hours each week and will have a weekly check-in with the Open Doors Manager to receive direction and professional development.