



## Support Staff Winter Warming Centers

The Mercy Coalition of West Sacramento is looking for qualified candidates to fill the roles of Support Staff for its 2018-19 Winter Warming Centers pilot. During the winter months from Nov. 26, 2018, to March 15, 2019 (with possible extension to April 12, 2019), various congregations from around West Sacramento will open their doors to host up to 20 adult homeless guests overnight. This is currently a temporary/seasonal position.

Each night the Coalition's member churches will provide two meals (dinner and bag meal/breakfast), a warm sleeping area, and access to additional wraparound services as are made available on site.

### **POSITION DESCRIPTION:**

Support Staff (SS) will be under the direction of the WWC Program Manager (PM), and be responsible for one the following shifts:

*Day Shift (tentatively 4pm to midnight):* Working as part of a team, Support Staff will be in charge of simple equipment setup at each church site. They'll also be at the designated intake site and properly register each homeless guest in the program for the evening. At the church sites, Support Staff will supervise guests, assign/pass out sleeping bags, and facilitate the meal and volunteer activities for the evening. The Support Staffer will supervise the homeless guests while at the host location and will be the point of contact for the guests and volunteer staff.

*Night Shift (tentatively midnight to 8am):* Working as part of a team, Support Staff will supervise the guests during the evening, keep safety watch at night while guests are sleeping, and lead conflict resolution should issues requiring intervention. Support Staff will assist with transitioning guests from the time they wake up (6am each morning) to loading the buses (6:45am each morning). Support Staff will oversee cleanup of the church site and collection of all WWC bedding and equipment. Support Staffers follow or ride the buses back to the intake site, then assist our transportation contractors as they return to pick up equipment and deliver it to the next church site or storage.

Staff will be assigned to either a day shift or a night shift for the length of their employment. Shifts are 8 hours, 2-5 days per week.

#### KNOWLEDGE AND SKILLS REQUIRED

- Strong verbal communication and listening skills
- Ability to exercise extreme patience
- Strong work ethic, ability to work independently and problem-solving skills.
- Ability to work as a part of a team
- Flexible in unpredictable environments
- Ability to think quickly and respond calmly to stressful/emergency situations
- Ability to provide services to guests without ethnic/social prejudices.
- Ability to de-escalate crisis situations and assist guests and staff in emergency situations
- Ability to operate with demonstrated cultural competency - defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. A strong focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LGBTQ, class, age, ability, religion and language.

#### COMPENSATION

The Support Staff will be compensated at \$14/hour. Since the WWCs will be open from 2-5 days each week during the four-month period, the weekly hours will fall between 16 and 40, depending on availability of grant funding and host church sites.

#### TO APPLY:

Please submit resume to:

*Mercy Coalition of West Sacramento*

*3605 Gregory Ave.*

*West Sacramento CA 95691*