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## Night Shift Job Description

### **General Purpose:**

Under the general supervision of the Board of Directors, is responsible for the nightly operation of The Abraham Connection from midnight to 8 a.m.

### **Duties Include:**

- Ensuring the shelter is safe and clean
- Supervising guests in the completion of chores
- Working to resolve conflicts
- Demonstrating compassion and concern for guests
- Enforcing rules and policies
- Working with and providing support to volunteers
- Troubleshooting problems and taking initiative to resolve them
- Documenting issues and concerns
- Attendance and full participation in staff meetings and training sessions
- Other duties as assigned

### **Commitment to Service:**

- Must be responsive to the needs and request of guests, volunteers, donors and Board of Directors
- Must extend courtesy, friendliness and overall respect to all the above persons
- Will be available to fulfill duties during weekday and weekend hours, including holidays

### **Desired Skills, Qualifications and Experience:**

- Flexibility, creativity, self-motivation and the ability to establish rapport with a culturally diverse population
- Sensitivity to the needs of individuals in crisis
- Flexibility to cover shifts as needed
- Good communication and interpersonal problem resolution skills
- Ability to implement consequence guidelines in potentially volatile situations
- Knowledge and understanding of homelessness and interventions in a shelter setting