



## ROOTS YOUNG ADULT SHELTER

### Position Description

**JOB TITLE:** Evening Volunteer Supervisor

**REPORTS TO:** Program Supervisor

**POSITION STATUS:** Part Time

**SCHEDULE:** 7:00pm – 11:00pm + (1-3 additional hours per week outside of shelter)

**COMPENSATION:** \$20.50 per hour

**LOCATION:** 4541 19<sup>th</sup> Ave NE, Seattle, WA 98105 (University District, Seattle)

**BENEFITS:** Employee Assistance Program

***ROOTS is an equal opportunity employer. LGBTQ, persons of color, and bilingual candidates encouraged to apply.***

*ROOTS Young Adult Shelter partners with young adults on their journey to stability.*

**POSITION SUMMARY:** The Volunteer Supervisor (VS) is responsible for supervising evening volunteers working in shelter, as well as support shelter operations as needed. This includes training, support, evaluation and development of these volunteer team members. All shelter staff are responsible for maintaining a safe, inclusive, and structured shelter environment for up to 45 young adults every night, and VS's ensure that volunteer performance and behavior supports that intention. The VS must be able to build relationships with shelter guests and colleagues in an often busy and chaotic environment. All staff who work at ROOTS must also be intentional with their selfcare to minimize the effects of being exposed to the firsthand and secondary trauma associated with homelessness and supporting folks experiencing crisis.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- On-site supervision of volunteer teams of 3 -10 volunteers per shift
- Adhere to ROOTS Policies and Procedures and promote ROOTS organizational values.
- Enforce ROOTS shelter rules, policies, and procedures consistently and equitably
- Coordinate with Admin. Manager in ensure volunteers provide proof of completed COVID –19 vaccination, background check, and online volunteer orientation training.
- Coordinate with Admin. Manager in ensuring volunteers complete ROPES of youth Homelessness, Conflict Response, and Anti Oppression Trainings within 3 months of volunteering.
- Participate in the training of new volunteers and buddies on shelter prep and volunteer evening tasks
- Coach volunteers on conflict de-escalation strategies and techniques, as well as rule enforcement
- Ensure that volunteers complete all daily shelter cleaning and setup tasks accurately and effectively
- Lead debrief meetings including icebreakers, and facilitation of scenario discussions and mini-trainings
- Respond to emergencies with the appropriate level of support or de-escalation
- Document data and reports into the Daily Shelter Report each shift
- Respond to inquiries by phone and email while maintaining confidential information
  
- Communicate proactively with Program Supervisors, Guest Support Specialists, and other staff; invest in a team approach in working with staff and volunteers
- Maintain inventory, cleanliness and organization of the shelter w/ staff and volunteers
- Proactively and immediately inform the Program Supervisors and Admin Manager of individual volunteer attendance, concerns, updates, or feedback as needed.
- Track and monitor volunteer schedule for the assigned night(s) in shelter to ensure sufficient coverage; adjust the schedule when volunteers call out and work with Admin Manager to find additional coverage
- Complete volunteer service-learning evaluations as needed

- Other duties as assigned and/or necessary

## **REQUIREMENTS**

- Provide proof of completed COVID-19 vaccination as defined by the CDC.
- Complete and submit application and criminal background check.
- Complete required 3+ VS training shifts.
- Complete online ROPES of youth Homelessness, Conflict Response, and Anti Oppression Training w/in 60 days of hire.
- Provide proof of active CPR certification and food handler's permit within 60 days of hire.
- Watch Narcan Training and attend De-Escalation training w/in the first 6 months of hire.
- Take additional required training as assigned by the Shelter Director.

## **QUALIFICATIONS**

- Solid understanding of issues related to systemic racism, poverty, and homelessness
- Demonstrated ability to work effectively in an anti-racist, harm-reduction, equity-oriented service organization
- Demonstrated ability to manage conflict through a trauma-informed lens
- Communicate proactively and respectfully with PS's, GSS's, fellow VS's, volunteers, Leadership Team, and organizational partners.
- Exceptional interpersonal skills with the ability to build rapport with a diverse group of individuals, including those experiencing mental health and substance use conditions
- Strong self-starting skills that reflect ability to perform and prioritize multiple tasks under pressure
- Proficiency with Microsoft 365 software, like Outlook, Word, SharePoint, Teams, and OneNote with willingness and comfort in learning new systems

## **PREFERRED QUALIFICATIONS**

- Bilingual
- Personal or professional experience with homelessness and affiliated fields
- Current or previous volunteer or employment experience at ROOTS

*Position to start immediately- open until filled*

### **Send cover letter and resume to:**

Landyn Barnhill, Shelter Director, [landynb@rootsinfo.org](mailto:landynb@rootsinfo.org)

Amy Hanson, Admin Manager: [amy@rootsinfo.org](mailto:amy@rootsinfo.org)