



ROOTS Young Adult Shelter Position Description

JOB TITLE: On Call Guest Support Specialist

REPORTS TO: Program Supervisor

HOURS: On-Call, 8:00pm - 9:00am (1-hour unpaid lunch)

SCHEDULE: 1 shift a month required

HOURLY WAGE: \$19.50

LOCATION: 4541 19th Ave NE, Seattle, WA 98105 (University District, Seattle)

BENEFITS: Paid Medical & Dental Insurance, Paid Time Off, and Employee Assistance Program

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

ROOTS Young Adult Shelter builds community and fosters dignity through access to essential services and a safe place to sleep for young adults experiencing homelessness.

POSITION SUMMARY: ROOTS is seeking an On-Call Guest Support Specialist (GSS) overnight position that directly supports shelter guests during their nightly stays. This position is responsible for maintaining a safe, inclusive, and structured shelter environment for up to 45 young adults every night. The GSS 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

- Supervise shelter guest activities and enforce program guidelines, provide supplies and resources as needed, interact and build positive relationships with guests staying in the shelter.
- Be familiar with shelter policies and practices and written records required by ROOTS and its contracting partners.
- Communicate with other shelters and service providers in the regional area to coordinate care for shelter guests and make referrals to other services or shelters.
- Remain awake during the entire shift (except during planned breaks).
- Maintain safety and security by monitoring all general access areas, responding to escalations, and enforcing program rules and policies.
- Conduct walks around shelter to check on each guest in conjunction with the other GSS on duty and the Program Supervisor.
- Intervene in crises, respond to emergencies, and initiate action as required, including contact with emergency response systems and ROOTS management in coordination with the Program Supervisor on shift.
- Serve as floor staff during the hours of shelter operations and complete morning tasks to ensure all guests are awake and exit shelter on time and that shelter is prepared for the coming evening.
- Train and mentor new Overnight Volunteers, in conjunction with the Volunteer Supervisor team and Program Supervisors.
- Manage donations for hygiene and other shelter supplies items in coordination with other team members and at the direction of the Program Supervisor and Shelter Director.
- Participate in staff meetings and training.
- Other duties as assigned.

REQUIREMENTS

- Attend Ropes training, Conflict Response, ROOTS Volunteer Orientation, and other trainings as assigned by Shelter Director upon hire.
- Provide proof of completed COVID-19 vaccination as defined by the CDC
- De-Escalation Training within first 6 months

- Provide proof of active CPR/First Aid certification and food handler's permit within 60 days of hire.
- Complete application and criminal background check.

QUALIFICATIONS

- Commitment to undoing racism and oppression in all its forms.
- Demonstrated history of empathy, creativity, and managing challenging situations
- Commitment to the principles of harm reduction, housing first, and trauma informed care.
- Highly developed communication skills: ability to communicate written and spoken word clearly and effectively
- Ability to communicate with a wide variety of people
- Sense of humor
- Commitment to better understanding the of issues related to poverty, oppression, and homelessness.

PREFERRED QUALIFICATIONS

- Bilingual
- Personal or professional experience with homelessness and affiliated fields
- Folks with similar lived experiences as shelter guests
- Current or previous employment at ROOTS

Position to start immediately- open until filled

Send Statement of Interest and resume to: alissap@rootsinfo.org and amy@rootsinfo.org