Position Title: Shelter Coordinator

Position Summary: Shelter Coordinators are responsible for direct client support with people who are experiencing homelessness in an emergency shelter. The Shelter Coordinator will be responsible for maintaining and regulating the facility as well as ensuring a safe and healthy environment.

Reports To: Shelter Manager

Key Responsibilities:
- Complete the intake process for people who are new and staying in emergency shelter.
- Intervene and appropriately de-escalate crisis situations.
- Distribute donations to individuals in need.
- Provide oversight and secure so that a safe and healthy environment is maintained at all times.
- Communicate information regarding workshops and services to clients.
- Provide a welcoming environment to clients, donors, volunteers, and the general public.

Other Responsibilities:
- Maintain an organized, clean and productive work environment.
- Ensure that all services are confidential and no information is shared without consent.
- Sort and distribute client mail.
- Complete client laundry on a nightly basis.
- Other duties as assigned.

Position Qualifications:
- Minimum of high school diploma or GED.
- Ability to work overnight shifts regularly.
- 1 year of experience working with persons in poverty or with disabilities preferred.
- Positive attitude.
- Ability to work under pressure.
- Effective written, verbal, interpersonal communication and computer skills.

Compensation: Commensurate with experience. Shelter Coordinators are generally part-time positions that work a variety of evening and overnight shifts. Overnight availability is required.

Interested applicants should send their resume, a cover letter directed to Faith Walker, Shelter Manager, and a list of three references to HR-staff@shelterhouseiowa.org. The positions will be filled as candidates are identified and interviewed and a successful applicant can start immediately. Shelter House is an Equal Opportunity Employer.