



Job Description

Title:	Warming Shelter Staff
Reports to:	Housing & Shelter Director
Classification:	Hourly, non-exempt
Shift:	AM/PM/Overnight
Salary:	\$23.50 hourly

The mission of Minnesota One-Stop for Communities is to strengthen and support individuals and families in communities to be safe, stable, and healthy.

Minnesota One-Stop for Communities (MN One-Stop) is a dynamic, 7-year-old non-profit organization with its main office located in Roseville, MN. MN One-Stop offers services to thousands of low-income families throughout the State of Minnesota. MN One-Stop works with some of the most vulnerable individuals in our community: those experiencing housing instability, long-term homelessness, child protection involvement, low-income, and people of color. Through its Parent Mentor Program, Housing Program, and Shelter Program, MN One-Stop provides emergency shelter, stable housing options, and one-to-one mentors who support families as they navigate the child welfare system. MN One-Stop also offers housing navigation, referrals, community resources, and case management; all to support individuals through crises and to set goals for future success. MN One-Stop is dedicated to delivering high-quality, dignified services that empower people to create healthy, stable lives.

Warming Shelter Staff are members of the Housing & Shelter Team and work collaboratively with other team members and leadership to provide a clean, safe, and secure environment for individuals at the Warming Shelter. This position includes supervision of individuals in accordance with the rules and guidelines as set by Minnesota One-Stop for Communities. Due to the highly interactive nature of this position, Warming Shelter Staff must be knowledgeable of conflict resolution and de-escalation techniques.

Job Responsibilities:

1. Accurately collect and enter data for individuals into a system of record.
2. Be vigilant of the facilities' safety and security:
 - a. Check all individuals for prohibited items prior to their entry into the facility.
 - b. Monitor individual's activities in common areas to ensure safety and security.
 - c. Ensure rules and policies are enforced consistently.
 - d. Respond to and submit incident reports for all instances of chemical abuse, theft, threats, and violations of program rules.
 - e. Serve as a mandated reporter.

3. Assist supervisor/manager with program development, facilities operations, and other responsibilities.
 - a. Provide referral information on a wide variety of topics including housing, employment, healthcare, and other resources.
 - b. Communicate information regarding individuals and programmatic concerns both in writing and verbally to other staff.
4. Other duties as assigned.

Qualifications/Knowledge/Experience:

- High school diploma or equivalent.
- Must be 21 years of age.
- Must have a valid driver's license and insurance.
- Ability to pass a criminal and Department of Human Services background check if required by program license.
- Minimum of (1) one year of relevant experience.
- Experience using Google Drive, Microsoft Office Suite, and/or other online platforms.
- Ability to work with low-income populations including those who may be experiencing homelessness, unstable housing, substance use disorders, and/or mental illness.
- Knowledge and experience of housing instability, preferably with personal family experience of prior homelessness.
- Ability to accurately enter data into a computer system for reporting purposes.
- Effective listening and interpersonal communication skills.
- Relationship-building skills and conflict resolution and de-escalation skills.

Additional Information:

The role may require heavy lifting, up to 25 lbs. without assistance and up to 50 lbs. with assistance. This role may require standing for long periods. Employees must be willing to get CPR certification if not already obtained. This role may also be needed to physically restrain residents.

Employee Acknowledgement:

I acknowledge I have received a copy of this job description and that I have read it, understand it, and agree to comply with it.

I understand this job description does not cover every situation that may arise during employment and is not intended to be a contract for employment or for the provision of any employment benefits. MN One-Stop retains the right in its discretion to revise, amend, and interpret this document as management may deem to be in the best interest of MN One-Stop.

I understand my employment with MN One-Stop is at-will, and this document does not affect the at-will employment relationship between the employee and MN One-Stop. Both employees and MN One-Stop retain the right to terminate the employment relationship at any time, with or without notice, for any reason not prohibited by law. No one at MN One-Stop has the authority to alter the at-will nature of employment except through a written document signed by the employee and the Chief Executive Officer of MN One-Stop.

Employee Printed Name

Employee Signature

Date