



101 E Market Street
Aberdeen, WA 98520

JOB DESCRIPTION

PROGRAM: HOPE Youth Shelter

TITLE: Floor Staff – Youth Shelter

JOB CLASSIFICATION: Shelter Support Services

SALARY RANGE: \$22.08 - \$24.14

DEPARTMENT: Housing & Community Services

POSITION TYPE: On Call

POSTING STATUS: Open until filled

IMMEDIATE SUPERVISOR: Reports to Placement and Liaison Specialist (PALS) or Shelter Program Manager

SUMMARY DESCRIPTION:

The Shelter floor staff directly supports youth voluntarily staying at a HOPE youth shelter in Aberdeen, WA. This position will play a critical role in assuring the shelter's efficient operation, working to sustain a safe environment and healthy culture needed to support successful stays and exits for youth utilizing the shelter. Must be 21 years of age or older to be employed. The on-call position requires flexibility and the ability to respond to various schedule changes, filling in for employee vacations as well as call-outs due to sickness. The shelter provides temporary residence, assessment, referrals, and permanency planning services for unsheltered youth under the age of 18.

FUNCTIONAL RESPONSIBILITIES:

1. Maintains a positive and healthy community for youth in care.
2. Provides guidance for youth to maintain safe and positive behavior.
3. Ensures that shelters operate effectively and in compliance with all relevant rules and regulations.
4. Maintains program structure and provides clear and consistent expectations.
5. Documents shelter operations and support to individuals.
6. Maintains calm therapeutic presence during escalated situations.
7. Supports lead advocate and other supervisors in providing conflict resolution for youth.
8. Reports issues or concerns to designated Supervisors.
9. Completes incident reports and notifies appropriate parties when necessary.
10. Prepares nutritionally balanced meals for and with youth.
11. Successfully completes all required training.
12. Participates in staff meetings.
13. Provides other direct support to sheltering youth as directed.
14. Completes other duties as assigned.

MINIMUM QUALIFICATIONS

1. 21 years of age or older
2. High School Diploma/GED
3. Professional experience supporting youth who are homeless and housing insecure. Lived experience may substitute.

4. Ability to pass and maintain a background check.
5. Current WA Driver's License and auto insurance. Clear driving record is required.
6. Excellent written and oral communication skills.

PREFERRED QUALIFICATIONS

1. Bachelor's degree in relevant field.
2. Minimum two years' professional experience supporting at-risk youth.
3. Lived experience successfully navigating from homelessness.
4. Bilingual - English/ Spanish.
5. Proficiency in utilizing the Homeless Management Information System (HMIS).
6. Training in Motivational Interviewing and Trauma-Informed Care.
7. Proficiency in Microsoft Office suite.
8. Other cultural competencies that enhance CCAP's capacity to engage and support diversity in client cultures and experience.

LOCATION/WORKING HOURS: The HOPE Youth Shelter is located in Aberdeen, WA. The shelter operates continuously, 7 days per week, 24 hrs per day.

This position is subject to pre-employment drug testing and requires an FBI background check.

It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.