

**Title:** PRN Safety and Services Aide  
**Reports to:** Day Shelter Manager  
**Type:** PRN / Non-exempt

### Description:

Responsible for a variety of tasks related to the internal and external security of the shelter facility, and the compassionate and efficient provision of services to clients.

### Responsibilities:

The shelter safety and services aide will:

- open the doors of the shelter facility and perform opening operations with other staff; monitor for safe arrival of staff and volunteers.
- monitor the flow of the clients as they enter and exit, and on the floor; monitor for safety among clients in line outside the facility.
- build relationships with clients; enforce shelter expectations; discuss housing plans with clients.
- de-escalate tensions among clients, and manage incidents between and among clients that require intervention.
- provide social services, such as assisting clients with obtaining identification documents and transportation passes.
- enter information and service transactions into client files and multiple databases as required by situations.
- coordinate and facilitate the provision of services by partner agencies in the shelter; welcome and support volunteers as they serve clients; fill-in for unclaimed volunteer spots to serve clients by serving coffee, providing hygiene products, answering the phone or checking clients in.
- assist in maintaining a clean, safe space and orderly atmosphere inside the shelter, in front of the shelter and around the exterior premises; assist in organization of material goods and other donations.
- assist members of the frontline staff with transitions to/from providing shelter support; collaborate with all St. John Center staff members about client needs in other programs with crossover.
- welcome and represent agency to guests who visit the shelter to bring donations or receive a tour of the facility.

Additional responsibilities include:

- utilizing basic clinical skills to build rapport with clients and offering insights to the team regarding best practices.
- functioning as a member of the shelter team, contributing to daily needs, providing basic services to all day shelter guests, facilitating group life skills instruction and conducting intake assessments with new clients.

St. John Center helps homeless men address barriers to self-sufficiency and housing so that they may leave homelessness for good. By providing daytime shelter, social services, supportive housing, and serving as a hub with partner agencies, St. John Center is where homeless men **seek help, find hope, and move home.**

**Homelessness ends here.**



- employing components of de-escalation on a daily basis.
- completing necessary record-keeping in the Homeless Management Information System (HMIS) and complete other documentation as required by agency and specific situations.
- addressing issues, problems, or questions of policy or procedure that may arise, defusing tensions, communicating a shift or incident summary to immediate supervisor and to other staff members as needed.

**Physical Requirements:**

- Ability to engage in standing or sitting for long periods of time, bending, light lifting, carrying, walking, or climbing stairs.
- Schedule is negotiable but weekend work is required.
- Ability and willingness to safely and effectively de-escalate situations, including conducting physical interventions when necessary to maintain safety as directed by agency.

**Minimum Qualifications:**

- High School diploma
- Basic computer literacy including word processing and Google suite
- Effective communication skills

**Preferred Qualifications:**

- Associate's degree
- 2 years of experience in working with the homeless population
- Experience with HMIS

To apply, please send resume and cover letter to Mary Luke Noonan, Associate Director, at [mlnoonan@stjohncenter.org](mailto:mlnoonan@stjohncenter.org) or 700 E. Muhammad Ali Blvd., Louisville, KY 40202.