



700 E. Muhammad Ali Blvd.
Louisville, KY 40202
www.stjohncenter.org

Title: Safety and Services Aide
Reports to: Safety and Services Specialist
Type: Full-time / 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:

- arrives early to 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 and of the clients as they enter and exit, and their behaviors 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.

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.



- 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.
- 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.
- This position is full time, and typically includes weekends with work hours between typically 7:30AM – 4:00 PM (including a daily one-hour lunch break). The schedule is negotiable but regular weekend and occasional holiday 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

To apply, send resume and cover letter to Wright Gordon, Safety & Services Manager, wgordon@stjohncenter.org, or at 700 E. Muhammad Ali Blvd., Louisville, KY 40202.