



*Working to end homelessness, one life at a time.* THE CATHEDRAL CENTER

## **The Cathedral Center, Inc. Position Description**

**Job Title:** Guest Support Staff  
**Reports to:** Program Directors  
**Salary Range:** \$11-\$12 per hour  
**Benefits:** 18 hours of paid personal time annually, supported training (internal and external resources)

### **Job Summary:**

Guest Support Staff are responsible for day to day services and operations for women and families temporarily residing in Cathedral Center's emergency shelter and Friendship House flexible housing program. This position is responsible for the admission process, new guest orientations, building up-keep, positive volunteer relations and ensuring that all guests are treated with compassion and respect.

All staff and volunteers at The Cathedral Center are expected to communicate professionally and respectfully with vendors, guests, partners and co-workers. Hours are primarily during second and third shifts, weekends and holidays. Additional hours will be required for staff meetings, trainings and assistance to fill shifts during unexpected vacancies - with specific schedules determined by the program directors.

### **Job Duties:**

The following are key responsibilities of Guest Support Staff. Additional duties may be assigned to ensure effective teamwork within The Cathedral Center partnership:

1. Crisis intervention with women and families experiencing homelessness or housing crises.
2. Facilitate check-in/out for all existing and new guests.
3. Maintain accurate, timely and complete documentation of all shift activities, including specific guest participation.
4. Assist with completion of intakes and welcome orientation for new guests.
5. Triage shelter-related basic needs of guests.
6. Maintain a clean, uncluttered, safe physical environment for clients, volunteers and staff.
7. Assist with snack and meal preparations; serve the meal as needed.
8. Effectively and compassionately mediate all conflicts that arise. Problem solve to avoid further crises.
9. Active, effective and professional collaborative work with Cathedral Center's internal programs, as well as partner agencies, ensuring professional and dignified representation of Cathedral Center's mission.
10. Supervise volunteers as appropriate, maintaining effective, positive working relationship with volunteers/groups at all times.
11. Oversee and assist with completion of daily chores.
12. Other duties as may be assigned by the Guest Support Shift Leader, Program Director or Executive Director.

### **Skills and Qualifications:**

The ideal candidate for the Guest Support Staff position must be able to prioritize while remaining true to Cathedral Center's mission to provide a safe environment for women and families, while working to end homelessness one life at a time. Candidates must have 2 years of post-secondary education and/or experience in a social service field and be able to communicate professionally and pleasantly via written word, phone and in person. The ideal candidate will have earned an Associate degree in human services or related field and have basic skills in EXCEL, Word and other Microsoft office software. Attention to detail and ability to work effectively with the public and diverse, vulnerable populations in a respectful and dignified manner are critical qualities. This position is open to all qualified internal and external candidates. Internal candidates must have reached six months of continuous employment at the time of application. Bilingual skills (English/Spanish) a plus. Candidates must be able to sit, stand, stoop and walk for extended periods of time, and be able to lift 15 pounds. All staff at The Cathedral Center are expected to work effectively both independently and in a team environment, and to become familiar with and utilize a trauma-informed approach.

*Candidates for all paid and volunteer positions at The Cathedral Center must have been separated from services here for at least one year. All candidates for paid and volunteer positions at The Cathedral Center must be willing to have a background check conducted.*