

Catholic Charities of the Diocese of La Crosse, Inc.

Job Description

JOB TITLE: Shelter Lead Staff (Seasonal)

SUPERVISOR: Warming Center Coordinator

DEPARTMENT: Housing Services

POSITION SUMMARY: The Lead Staff provides leadership during individually assigned work shifts in accordance with Catholic Charities. The Lead Staff will have local authority when the Coordinator is not present. The Lead Staff is responsible for their scheduled shift operations and activities. The Lead Staff person will provide shift supervision to volunteers and guests.

SKILL AND QUALIFICATION REQUIREMENTS:

- a) Education: A High School diploma with some post-high school credits preferred.
- b) Possess specific interest/training/experience with vulnerable populations.
- c) Is able to follow established policies and procedures.
- d) Exhibits leadership qualities.
- e) Experience working with others in a group setting.
- f) Ability to lead; be recognized as a leader; able to exercise fair and good judgment.
- g) Displays compassion and respect to others.
- h) Knowledge and commitment to the mission of Catholic Charities.

RESPONSIBILITIES:

- a) Directs the general operations of Warming Center for their assigned shift.
- b) Assures volunteers display personal dignity and respect to all guests.
- c) Supervises the Warming Center volunteers to assure volunteers are in place as scheduled for the assigned shift and obtains substitute shift volunteers as needed.
- d) Ability to respond to urgent and/or unexpected needs.
- e) Manage, organize, and prioritize different tasks/issues as they arise.
- f) Performs data and record keeping function as required and assigned.
- g) Maintains client confidentiality in accordance with reasonable standards.
- h) Follows policies and procedures of Catholic Charities of the Diocese of La Crosse.
- i) Other duties that may be assigned.