



Interim Housing Associate Job Description

Guests (residents) at LPCS need a stable, safe, healthy, and positive place in which to make life changes. Interim Housing Associates are responsible for creating and ensuring a safe, healthy, and respectful community for Guests. Guests become more invested in their own life changes when they feel connected to something larger than themselves – a community. They see how their actions affect the community, and how they can learn and benefit from others in the community. Creating this sense of community will result in greater social skills and more positive decision-making abilities, which in turn will lead to more lasting life changes.

Interim Housing Associates report to the Interim Housing Managers for their sites.

Hours: Part-time, 16-28 hours per week with additional fill-in opportunities available for extra shifts. Must be available to work weekday or weekend shifts (morning and evening), including overnights and holidays.

RESPONSIBILITIES:

Programs & Services:

- Create and promote a healthy community environment for Guests.
- Supervise operations of Interim Housing Program to ensure smooth operation and consistency of program implementation.
- Support and guide the Guests of the Interim Housing Program. Enforce all rules and policies of the LPCS fairly, consistently, and while using a trauma informed approach.
- Interact with and assist in providing orientation to new volunteers. Assist in communication with all volunteers to ensure procedures are followed.
- Supervise daily activities including showers, laundry, chores, computer lab, and phone use.
- Provide regular neighborhood security patrols.
- Identify needs of Guests and report to program staff as appropriate.
- Extra shift coverage when necessary.
- Other duties as assigned.

Operations & Administration:

- Attend meetings as needed.
- Maintain accurate record of daily operations in communication logs.
- Document interactions with residents (Guests) in ClientTrack system.
- Maintain and stock supplies. Keep all spaces in the community organized and assist with donation sorting.



- Maintain accuracy and confidentiality of client files.
- Other duties as assigned.

Qualifications:

- Desire and ability to work with people experiencing homelessness
- Ability to respond to crisis situations and develop appropriate responses to unexpected situations
- Experience working with individuals experiencing homelessness, mental illness and/or substance abuse
- Willingness to work flexible hours as needed and have impeccable attendance
- Ability to create a welcoming community environment while working with individuals of diverse backgrounds
- Excellent written and verbal communication skills
- Ability to work independently and as part of a team

PERFORMANCE COMPETENCIES

- LEADERSHIP – Consistently accomplishes the expected objectives and takes on extra tasks or projects as required or necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same. Takes initiative with and is proactive in approach to accomplishing tasks. Ability to make decisions and take actions consistent with organizational goals.
- INITIATIVE – High level of interest in role development, high degree of motivation, and willingness to improve performance and increase job knowledge.
- JUDGMENT - Uses discretion in making decisions within the scope of their job. Refers decisions beyond their scope to supervisor. Discretion in handling confidential material.
- COMMUNICATION SKILLS – Includes the ability to express ideas effectively whether face to face or in writing in both individual and group situations. Adjusting tone and terminology to the needs of the individuals with whom incumbent is communicating. Openly exchanges information in a timely manner. Knows who to keep informed. Uses confidential information with discretion.
- PLANNING AND ORGANIZATION – Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.
- MANAGEMENT OF RESOURCES – Ability to use time, money, technology and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.



- FOCUS – Interaction with internal and external personnel. Requires putting self in other’s place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situations to be sure everyone is satisfied.
- TEAMWORK – Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.

Health and Safety Requirements/Instructions:

- Employees are advised on OSHA standards through required signage and administrative updates as compliant with federal law.

Lincoln Park Community Services is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, sexual orientation, gender identity, veteran status, national origin, pregnancy or related conditions, disability and any other characteristics protected by law. While performing the duties of this job, the employee is regularly required to talk or hear, sit, use hands, reach with hands and arms, stand, walk, walk up and down stairs, lift and/or move up to 25 pounds.