

Part Time and Full Time, Nonexempt

Reports to Shelter Manager

16 – 40 hours per week, primarily evenings and weekends

Kingsport Homeless Ministry | Grace House

Kingsport Homeless Ministry (KHM) is an ecumenical Christian organization that seeks to address the needs of homeless women and men living in Kingsport, TN. The ministry operates Grace House, a combined 40-bed, low-barrier night shelter and day services center located at 700 E. Sullivan St. in downtown Kingsport.

Position Summary

Night Monitors play a critical role in the day-to-day operations at Grace House's low-barrier, night shelter. This position is responsible for supporting the daily management of the shelter; facilitating a trauma informed, person-centered environment for services; and using a minimum impact approach to de-escalating conflict. This position works under the guidance of the Shelter Manager.

Essential Functions

- Communicates effectively and professionally with overnight guests.
- Provides basic needs assistance and direct supervision to all guests utilizing shelter services.
- Facilitates client check-in and departure processes, as required by KHM/Grace House policies and procedures.
- Conducts periodic walking inspections of all shelter areas, for the purpose of identifying and initiating appropriate corrective action for hazards, inappropriate behavior, needed repairs, or other notable conditions.
- Creates and oversees list of shelter guest chores, providing a copy to the Shelter Manager for approval.
- Oversees the inventory of assigned furnishings, linens/towels, hygiene items, and other shelter supplies, and notifies Shelter Manager of impending needs.
- Completes data entry and maintains daily logs and other required records in the appropriate formats.
- Provides crisis intervention and institutes security/safety protocols should a critical or threatening situation arise. Providing crisis intervention may require making independent decisions within KHM/Grace House policy guidelines.

Completes and submits incident reports as required by KHM/Grace House policies and procedures.

- Provides timely and appropriate notification to police, fire, emergency medical, and supervisory authorities as needed.
- Works cooperatively with other KHM/Grace House staff and programs.
- Represents programs and the clients we serve to other community representatives in a respectful and positive manner.
- Complies with shelter procedural requirements, including those set forth in the Shelter Operations Manual.
- Performs other duties as assigned.

Working Environment

- Requires working in an environment with diverse people including persons with mental illness and substance abuse. Requires working and maintaining alertness during night time hours. Requires physical movement, such as standing, sitting, and walking, for extended periods of time. Must be able to ascend and descend stairs in a 2-story building. Must be able to visually observe CCTV camera monitors. Requires multitasking and flexibility. Requires regular and punctual attendance, and may require extended shifts during inclement weather or other emergencies. May require working other shifts to meet operational demands. Shift assignments and schedule will vary and be dependent upon shelter staffing needs.

Education, Experience, and Skills Required

- High school diploma or equivalent is required.
- Experience working with homeless populations and experience working in a shelter are preferred.
- Ability to work collaboratively as part of a team and communicate effectively, both verbally and in writing.
- Knowledge of issues related to homelessness and effective intervention techniques are preferred.
- Ability to complete data entry accurately into various systems and reports, and learn relevant and applicable software as needed.
- Ability to establish and maintain professional boundaries with shelter guests.
- Must participate in professional development and staff training as directed.
- Ability to pass a drug screen, criminal background check, and sex offender registry check.

KHM is an equal opportunity employer. We are committed to creating an inclusive and welcoming environment for all employees.