



Genesis **JOY** House Homeless Shelter, Inc.  
P.O. Box 6425  
Warner Robins, GA 31095  
(478) 236-2207  
[www.genesisjoyhouse.com](http://www.genesisjoyhouse.com)

*Matthew 25:35-40*

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## SHELTER ASSISTANT

GENERAL ROLE DESCRIPTION: Shelter Assistant staff provide support to shelter participants during the day, evening, overnight, and weekend hours. A general summary of responsibilities includes providing a safe, clean environment, supporting and assisting participants residing in shelter, and documenting any safety/security concerns or rule violations. **This position is grant funded and will be reviewed for renewal annually.**

### AREAS OF RESPONSIBILITY Essential Responsibilities/Functions

- Empower participants and provide support and crisis intervention through trauma-informed care.
- Ability to provide resource information or triage questions, for individuals and families we serve and to those who call shelter to apply/ask for information.
- Communicate necessary participant information to day staff to keep them informed.
- Follow and enforce Shelter Guidelines, Policies, and Procedures with shelter participants.
- Support and assist participants with their shelter needs as they arise (ex. questions, concerns, hygiene supplies, cleaning supplies, bedding, food and more).
- Maintain safety and security of shelter property, and report concerns to Shelter Manager/On-Call or to the authorities.
- Ensure the privacy and safety of other participants by not confirming identity of other participants, and by not allowing anyone other than participants, staff, case workers or law enforcement on the premises.
- Maintain the cleanliness of shelter through performing housekeeping tasks outlined in Staff Task Lists (ex. sweeping, mopping, disinfecting).
- Complete room checks as required.
- Complete shelter inventory and organizational/shelter upkeep duties as assigned.
- Perform basic maintenance as needed (ex. changing light bulbs, plunging toilets) and report any major maintenance issues to Day Staff.
- Document in shift notes at least once per shift and complete proper documentation; including but not limited to call logs, task list checks off lists, incident reports, reasonable suspicion forms, and mandated reporter documentation/reporting duties.
- Ability to access and utilize the computer for staff work schedules and be able to pick up/drop assigned work shifts as needed.
- Complete shadowing tasks as assigned when new team members join the support staff team.
- Attend regularly scheduled monthly meetings and trainings.
- Maintain positive, supportive and respectful participant relations.
- Support our focus on Diversity, Equity and Inclusion - this includes non-judgment of the ways that people may be different than you. Refrain from using slurs or other derogatory terms, gossiping or coming to conclusions based on race, gender identity, sexual orientation, primary language, religion, physical or mental ability or other ways that people that we serve or employ may be different than you.

## Qualifications

- High School Diploma or equivalent.
- Strong organizational and communication skills.
- Ability to establish and maintain professional boundaries while working with participants.
- Ability to thrive in a flexible, fast-paced, and growth-oriented environment while maintaining a positive solution-oriented and participant-centered approach.
- Experience in crisis intervention and problem-solving with the ability to diffuse situations without heightening the conflict.
- As previously stated, ability to work at least one weekend and numerous overnight shifts per month.
- Understanding or willingness to train in areas such as trauma-informed care, diversity, equity, and inclusion.
- Ability to maintain confidentiality of participants.
- Strong interpersonal skills, ability to be compassionate and firm towards participants.
- Ability to accurately record information for required participant and staff documentation while maintaining confidentiality and strong boundaries.
- Ability to navigate Microsoft Office products, specifically, Outlook email, Word, and Excel.
- Reliable transportation to get to your work site.
- Ability to lift 25 pounds independently.
- Ability to walk, or descend stairs, kneel, bend, and twist.
- Ability to pass a criminal background check.
- Ability to pass a pre-employment drug test.
- COVID Vaccination if applicable.

**DISCLAIMER:** Genesis Joy House reserves the right to modify, interpret, or apply this job description as needed to meet the needs of the organization. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employment relationship remains at-will. This job description is subject to change to reasonably accommodate qualified disabled individuals.

**ABOUT GENESIS JOY HOUSE:** Genesis provides transitional housing to female veterans, as well as community outreach programs that offer life skills, parenting classes, job readiness, computer training, advocating for our community in many areas. We provide a holistic approach the areas of managing life and assist in securing economically viable, long-term housing. Deeply rooted in the community, Genesis is seasoned in providing housing and resources for our vulnerable populations to assist them in becoming independent and self-sufficient.

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Print Name (Employee)

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Date

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Signature (Employee)

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Date