



POSITION TITLE:	Guest Services Staff Job Family
FLSA:	NON-EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	NO
CREATED DATE:	03/14/2023
REVISION DATE:	1/25/2024

## POSITION SUMMARY

The GSS position is an integral member of the operations team. The programs strive to provide services to adults experiencing homelessness in a manner that facilitates safety, trust, and collaboration. CSS programs uphold the ideals of empowering participants. This highly mobile position is responsible for the general welfare and safety of all program participants and fellow staff members.

## ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

**Mission:** We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

**Vision:** All Individuals and Families are Flourishing.

**Impact Statement:** Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

**Guiding Principles:** - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

## ABOUT OUR PROGRAM/DEPARTMENT

The Guest Services position has a variety of shifts and locations which use the GSS as a critical member of its teams. The following are the locations which require GSS support and are a part of the Adult Homelessness Services Team at CSS. You may apply once, and we will work with you to determine the best location based on your preferences and our needs.

The Brother Francis Shelter provides services 24 hours a day, seven days a week and serves up to 120 male and female guests nightly in a manner that facilitates guests' feelings of safety, trust, and collaboration. While upholding the ideals of empowering shelter guests, this highly mobile position is responsible for the general welfare and safety of all shelter guests and fellow staff members. Please go to [Brother Francis Shelter - Catholic Social Services - Alaska \(cssalaska.org\)](https://www.cssalaska.org/brother-francis-shelter) for more information about BFS.

The Complex Care Shelter (the Sockeye hotel) provides supportive services for individuals who have difficulty accessing and navigating congregate shelter due to disability or health characteristics. CCS operates 24 hours a day, seven days a week serving up to 83 guests nightly in single or double occupancy rooms. CSS provides day services to adult men, women and seniors in a trauma informed service model. Please go to [Complex Care - Catholic Social Services - Alaska \(cssalaska.org\)](https://www.cssalaska.org/complex-care) for more information about CCS.

The 3<sup>rd</sup> Avenue Resource & Navigation Center is part of a campus with Brother Francis which provides Adult Homeless Services. 3RNC operates eight hours per day, five days a week serving up to one hundred clients seeking services. This position provides services to individuals experiencing homelessness or at risk of homelessness within

the Anchorage Bowl. Please go to [3rd Avenue Resource & Navigation Center - Catholic Social Services - Alaska \(cssalaska.org\)](http://3rd Avenue Resource & Navigation Center - Catholic Social Services - Alaska (cssalaska.org)) for more information about 3RNC.

## REQUIRED COMPETENCIES

**Competencies:** Demonstrated dependability, maturity, and initiative. Ability to handle crisis situations and accomplish tasks assigned with minimal supervision. Excellent interpersonal skills. Must be able to maintain program/guest/agency confidentiality and treat everyone with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to shelter guests. Ability to relate positively to supervisor, fellow employees, and all shelter guests. Flexibility to deal effectively with a variety of people, situations, problems, and changes.

## Skills:

Committed to collaboration and shared decision-making is a key part of leadership style. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Demonstrated leadership, dependability, flexibility, and initiative. Must react effectively in crowded and stressful situations. Ability to provide supervision and training to guest volunteers, interact positively with other CSS staff members and clients. Appropriate interpersonal, written, and verbal communication skills. Team building skills. Ability to type on the computer. Knowledgeable in most Microsoft Office applications. Logistics skills to facilitate smooth operations of the shelter.

## RESPONSIBILITIES:

### Guest Services

- Provide for the general welfare and safety of shelter guests and staff, and crisis intervention.
- Provide referrals when necessary.
- Adhere to the principles of trauma informed care.
- Focus on preventing further crisis and avoiding re-traumatization.
- Facilitate choices, autonomy, self-determination of the guests.

### Program Administration

- Assure the smooth functioning of shelter services throughout shift.
- Complete routine safety checks.
- Ensure all paperwork and reports are completed and submitted in a timely manner.
- Serve as support of In-House Program participants working during assigned shift, overseeing that participants are meeting their goals in the In-House Program
- Ensure all necessary information is passed to subsequent shifts.

### Community Engagement

- Route calls to specific people
- Take and relay messages.
- Answer inquiries about the shelter and its services
- Greet guests and visitors warmly and make sure they are comfortable.
- Ensure no one is left waiting at the front door.
- Ensure the front desk area is tidy.
- Give visitors badges and direct them to where they can sign in.
- Process donations from the community

- Other duties as assigned.

**QUALIFICATIONS:**

**Guest Services Staff I**

Minimum Education Qualification: High School Diploma or GED.

Minimum Experience Qualification: 1 year experience in human services, customer service, or related experience.

**Guest Services Staff II**

Minimum Education Qualification: HS Diploma/GED

Minimum Experience Qualification: 1 year experience as a GSS I with CSS.

**Guest Services Staff III**

Minimum Education Qualification: HS Diploma/GED.

Minimum Experience Qualification: 2 years as a GSS II with CSS.

**Lead Guest Services Staff**

Minimum Education Qualification: Associates (2 years related experience equivalent)

Minimum Experience Qualification: 1 year

**Physical Requirements:** Must be able to lift 25 pounds.

**Training Requirements:** Agency and department orientation; 1<sup>st</sup> aid/CPR; de-escalation techniques; blood borne pathogens. Attend all staff meetings and in service training as required.

**WORK ENVIRONMENT**

<b>Rarely = 0 to 15% of the job.</b>	<b>Occasionally = 16 to 45%.</b>	<b>Frequently = 46 to 100%.</b>
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**Work environment:** Duties are frequently performed indoors but staff may rarely have duties to perform outdoors year-round. Depending on location, the position frequently requires working in a crowded environment with a variety of people and noise levels. The GSS position frequently works with a variety of participants with varying levels of need.

**Physical demands:** Standing the physical demands of the job, including bending, sitting, lifting, and driving.

Work is performed in a non-congregant shelter for people experiencing homelessness and or food insecurity. Frequently required to stand and walk for duration of shift. Occasional driving is required.

**Travel:** Occasional travel within Anchorage is required.

**Location:** The Brother Francis Shelter, Complex Care Shelter, or 3<sup>rd</sup> Avenue Resource & Navigation Center. Anchorage, Alaska.

_____ / _____	_____	_____
<i>Employee Name</i>	<i>Employee Signature</i>	<i>Date</i>
_____ / _____	_____	_____
<i>Supervisor Name</i>	<i>Supervisor Signature</i>	<i>Date</i>