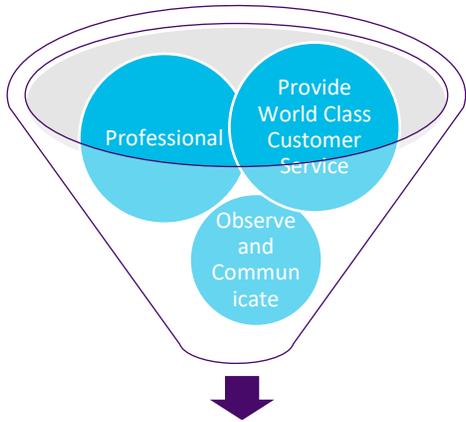




Job Description
SHELTER GUEST SERVICES ASSOCIATE
Changing the narrative about poverty

What does a SGSA do?



SGSA are to efficaciously bring together the execution of the COTS Passport to Self-Sufficiency (PTS) framework.

Execute effective support strategies that include regular communication with Housing Specialist/Coaches, daily observations, and advisement regarding budgeting, parenting, and community awareness to ensure the ultimate goal of obtaining safe, decent, and affordable housing.

Drive client progress by guiding clients by executing conflict resolution skills, strong problem solving skills, and a genuine desire to help and assist while proactively interceding when necessary to sustain forward momentum with all clients.

Identify specific barriers existing in the household with the intent to integrate effective tactics, solutions, and develop uniform practices over time that **build on success** and foster consistent delivery of service.

What BEHAVIORS are necessary for success?

- ☺ You must possess a service first mentality.
- ☺ Patience, tolerance, and understanding while constantly exhibiting a display of sympathy and empathy.
- ☺ A devotion to want help families stay together or reunite.
- ☺ A passion to want to help regardless of beliefs, ethnicity, or sexual orientation.
- ☺ Dedication to the mission of COTS.
- ☺ Team player mindset.
- ☺ Ability to adapting to continuous change to ensure the agency is constantly evolving.
- ☺ Exhibit excellent communication skills
- ☺ Very organized and the ability to multi-task.

What does SUCCESS look like?

- Your Results:
- ✓ Parents developing positive routines.
 - ✓ Displaying acts of being a good neighboring.
 - ✓ Assisting families on a daily basis with basic life skills.
 - ✓ Consumers bonding with staff after building trust.
 - ✓ Strengthening families by promoting self-sufficiency
 - ✓
- Your team's success measures:
- 80 % of clients who make progress toward benchmarks on schedule
 - 80 % of clients that report increased hope in their future
 - Consistent progress towards pilot research and data goals
- You contribute to your team's success by** engaging clients consistently and effectively with the support and supervision necessary that results in steady and demonstrable progress toward sustainable self-sufficiency.

What else do you need to know?

- Base Job Requirements:
- High School Diploma or GED required
 - College coursework in Human Services or related field preferred
 - 3 years of Customer Service experience
 - Intermediate/Proficiency computer skills
 - Ability to work flexible shifts, weekends and Holidays
 - Ability to lift maximum 50 lbs. and stand for long periods of time
 - Assist with ensuring the building and grounds are secure at all times
 - Strong written and oral communication skills working with diverse populations
 - Approved police clearance
 - Approved alcohol/drug screen

EEO Category:	FLSA Status: Non-Exempt
Salary Grade:	Revision Date: 02/27/2018