



BRINGING THE COMMUNITY TOGETHER TO END HOMELESSNESS

Men's Shelter of Charlotte/Urban Ministry Center

Ending homelessness is a bold and complex undertaking. It requires heart, collaboration and resources. But when we dream big, amazing things happen. That's why, we are excited to announce that Urban Ministry Center and Men's Shelter of Charlotte have joined forces to become one organization. Our organization will continue to provide all of the services we currently offer, and as one entity will increase our impact in finding and creating permanent housing solutions for the most vulnerable members of our community. We will combine our talent, services and leadership to elevate our quest to end homelessness in the Charlotte region.

POSITION SUMMARY:

The Basic Services Specialist will provide direct services to neighbors experiencing homelessness at the College Street Day Center location. This position will work with a team of volunteers to manage the weekend services at the location. Weekend services include lunch, laundry, showers and mail to neighbors experiencing homelessness. Basic Services Specialist must be able to work with limited supervision.

ESSENTIAL FUNCTIONS:

- Manage the sign-up process for laundry and shower services.
- Greet, assist and provide support to community and volunteer groups during activities and special events.
- If a volunteer is not present, fill in to perform the assigned duty that could include: the shower desk, laundry services, front desk, or sorting of mail.
- Assist with the management of the lunch line.
- Receive donations
- Enter all services provided into the database (HMIS).
- Using de-escalation skills intervene when necessary if a situation arises between two neighbors or between neighbors and volunteers or staff.
- Communicate any concerns about neighbors to supervisor.

OTHER RESPONSIBILITIES:

- Participate in staff training and development activities as directed.
- Assume other duties as assigned.

PO Box 31335, Charlotte, NC 28231
www.urbanministrycenter.org

PO Box 36471, Charlotte, NC 28236
www.mensshelterofcharlotte.org

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KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- A Bachelor's degree and a minimum of one year of relatable experience, or a combination of relevant experience and education to effectively perform the position's expectations is preferred. High school diploma or equivalent is required. Prior experience working with homeless populations and experience working in a homeless shelter are preferred.
- Knowledge of issues related to homelessness; effective intervention techniques; and teamwork.
- Skill required to: plan and carry out shift activities; communicate effectively orally and in writing; interact appropriately with service partners, volunteers, visitors, and neighbors.
- Must be able to lift 25-30 lbs.

OTHER REQUIREMENTS:

1. Must pass pre-employment and/or random drug and alcohol screenings as a condition of hire and/or ongoing employment.
2. Must have reliable transportation to work.
3. Must be able to stand on your feet for long periods of time.

WORKING ENVIRONMENT:

This position will be scheduled to work on weekends and possible holidays. This position will also require work in a fast-paced environment with diverse individuals including persons with mental illness and substance use issues.

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