GUEST ATTENDANT SHIFT SUPERVISOR
Catholic Charities Men’s Hostel

Job Description
The Catholic Charities Men’s Hostel provides daily emergency shelter for over 100 transient or destitute men in the caring and compassionate spirit of Jesus Christ. In addition to offering beds, the Hostel provides access to food, social services and other life necessities to address guests’ needs.

Responsibilities
- Acting as shift supervisor in the role of a servant leader;
- Ensuring that the shelter is operationally ready to receive guests and open on time daily;
- Communicating & maintaining logs, lists, tasks, tracking, inventory, & issue reports;
- Communicating & maintaining Staff Schedule for all 3 shifts;
- Ensuring intake & exit interview appointments for new guests are scheduled with Advocates;
- Addressing the guests’ immediate needs directly and with front desk attendants;
- Oversees intaking and discharging of guests during the hours of the 3rd shift;
- Communicating, observing, monitoring and referring guests to other appropriate services.

Desired Skills, Education and Experience
- Two (2) years previous experience working or volunteering with homeless persons;
- Two (2) years minimum experience supervising people;
- Experience with scheduling of employees in a 24-hour operation;
- Knowledge of substance abuse and mental illness;
- Superior conflict resolution and de-escalation skills;
- Superior written, verbal, and interpersonal skills;
- Demonstrated ability to work collaboratively, to respect confidentiality, to model the principles of servant leadership;
- Good organizational skills with the ability to prioritize;
- Related education / course experience;
- Proficiency in Microsoft Office Suite and operational knowledge of office machinery.
Working Environment

- Must successfully pass a police record check and vulnerable sector search as a condition of employment;
- Must abide by the Archdiocesan Safe Environment Policy & Code of Conduct;
- Availability for evening shifts;
- Competitive salary & excellent benefits package offered;
- Opportunity to work in a faith-based team environment.

Please submit a résumé and cover letter with “Guest Attendant Shift Supervisor” in the subject line to:

Human Resources Office
Roman Catholic Archdiocese of Vancouver
Email: humanresources@rcav.org
Website: www.rcav.org/employment

Thank you for your interest; only shortlisted candidates will be contacted.