



St. Francis Center (SFC), a ministry of the Episcopal Diocese of Colorado, was established in June 1983. SFC is a refuge for men and women who are homeless in the metro Denver area, providing shelter along with services that enable people to meet their basic needs for daily survival and to transition out of homelessness.

St. Francis Center's programs and services are tailored toward adult women and men, and focus on daytime shelter, social services, health and wellness, housing, employment, and outreach. At SFC, guests\* have the opportunity to work with a variety of specialists, depending on their individual needs, which is often the first step toward transformation and ultimately self-sufficiency.

\* SFC staff and volunteers refer to those we serve as "guests" because of our strong commitment to hospitality, welcoming everyone, and treating each person with dignity and respect.

## **JOB POSTING – SOS ASSISTANT**

<p><b>POSITION TITLE: SOS Assistant</b></p> <p><b>PRIMARY LOCATION: Denver, CO</b></p> <p><b>REPORTS TO: SOS Manager</b></p> <p><b>DATE: May, 2021</b></p>	<p><input type="checkbox"/> EXEMPT    <input checked="" type="checkbox"/> NON-EXEMPT</p> <p><input checked="" type="checkbox"/> FULL-TIME    <input type="checkbox"/> PART-TIME    <input type="checkbox"/> ON-CALL</p> <p><input type="checkbox"/> PERMANENT    <input checked="" type="checkbox"/> TEMPORARY</p>
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### **POSITION OVERVIEW**

The SOS Assistant will work in collaboration with the SOS Manager and SOS Coordinators to ensure that the SOS space provides a safe, stable, healing, and supportive environment for residents, staff, volunteers, and the broader community. Specifically, the SOS Assistant will support the on-site SOS Coordinator in their leadership to the Safe Outdoor Space operations and programming as outlined below.

The expected schedule, specific tasks related to primary focus areas, as well as other responsibilities for this position are listed below:

#### Schedule/ Hours

- 40 hrs/wk on site at SOS, 10-hr shifts and/or 30 hrs/wk on site at SOS, 10-hr shifts
- Additional time will be spent in organizational meetings and meeting with SOS residents, etc.

### **PRIMARY RESPONSIBILITIES (Other duties may be assigned)**

#### Key Area #1 - SOS Operations

- Resident Support
  - Resident Participation
  - Perform site walks in coordination with SOS Coordinator
  - Monitor daily activities using the Daily Activity Log. This includes issues, incidents, and other notable occurrences

- Accountability/Complaints/Compliance
  - Support SOS Coordinators with Resident compliance with SOS Use agreements and notify residents when they are not in compliance.
    - Track and record these notifications, follow-up plans, etc.
  - Complete all Public Health cleaning and food temp logs are completed
  - Support SOS Coordinators with SOS Use agreements, and notify residents when they are not in compliance. Track and record these notifications, follow-up plans, etc.
  - Report resident accountability and non-compliance to SOS Coordinators
  - Support SOS manager with resident accountability process including exiting residents when appropriate and with guidance
- Communication with SOS residents while providing stable, trauma-informed interactions with residents
  - Ensure information is distributed to SOS residents effectively, including outreach schedule, resources, etc.

#### Key Area #2 - SOS Programming

- Personal SOS resident support
  - Build Relationships with SOS residents
    - Build relationships and establish rapport with residents
  - Connect SOS residents to resource navigation
  - Connect SOS residents to personal crisis support as needed
- Assist with coordination of Community Dinners
  - Prepare space and set up for dinners
  - Make sure plates and utensils are available

#### Key Area #3 - Conflict Management and Crisis Response

- Conflict Management and Resolution coordination with SOS coordinators and SOS Manager
  - Provide a supportive role in any Conflict Management or resolution coordination with guidance from the Site Coordinator
- Violence/Threats of Violence coordination with SOS Manager
  - If violence or threats of violence break out at the SOS, support the Site Coordinator with responding and reporting to SOS Manager
  - Provide a support role for Exiting residents as necessary with guidance from SOS Site Coordinators

#### Key area #4 - Metrics and Reporting

- Support SOS Coordinator with filling out all Site logs, i.e., Cleaning logs, Site Walks, and Meal Temps
- Support SOS Manager with data collection and reporting, as needed

#### Other Responsibilities

- Other duties as assigned.
- We are a small, dynamic team, and at times everyone is required to do a bit of everything. You may be asked to take on other responsibilities from time to time, but these should not get in the way of your ultimate responsibility, which is supporting the SOS community and the individuals that reside there.

## **KNOWLEDGE, SKILLS, AND EXPERIENCE**

1. Experience, competence, and sensitivity in working with chronically homeless individuals, especially those who have difficulty engaging in treatment, suffer from mental illness or substance addiction, or are otherwise impaired or disconnected.
2. Those with lived experience with recovery from homelessness, mental health, or substance misuse strongly encouraged to apply
3. Awareness of and aptitude for practicing the precepts of Trauma-Informed Care, Non-Violent crisis de-escalation, and Anti-racist, anti-oppression lens
4. Ability to communicate effectively with diverse populations and to deliver services in a culturally-competent manner.
5. Skill in negotiating and mediating, particularly in sensitive situations.
6. Ability to make sound decisions, using available information while maintaining appropriate confidentiality.
7. Ability to function as a member of an interdisciplinary team and work with collaborating agencies.
8. Ability to manage tasks and activities in an environment that often includes interpersonal conflict and chaos.
9. Good time management skills and the ability to meet a timeline
10. Skill in operating office equipment such as computers, software (e.g., Microsoft Word, Excel, Office 365, e-mail), and telephones.
11. Skill in oral and written communications.
12. Creativity, flexibility, Resilience

## **PHYSICAL/MENTAL DEMANDS and WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the physical and mental demands include:

1. Required to stand; walk; sit
2. Use hands to finger, handle or feel
3. Reach with hands and arms
4. Climb or balance
5. Stoop, kneel, crouch, or crawl
6. Talk, hear, taste or smell
7. Read computer screens and printed documents.
8. Communicate well with employees and clients.
9. Write, type, and use cell phones.

10. Conduct work outdoors and on their feet and mobile up to 8 hours per day, often in inclement weather.
11. Able to lift 50 lbs. sometimes and 20 lbs. often.
12. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

SOS Assistants will primarily work outside of a traditional office.

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## **SALARY/BENEFITS**

This is a 6-month temporary contract position paying \$16-18/hour, commensurate with experience. This position requires a flexible schedule, including some nights, evenings, and weekends. The temporary employment contract is funded thru December 31<sup>st</sup>, 2021.

This is a full-time, non-exempt position with a robust benefits package including:

- Employer-Paid Medical Insurance with an HRA plan
- Employer-Paid Dental Insurance
- Generous Employer Paid Vacation (PTO) and Paid-Sick Leave (Illness Bank – IB)
  - PTO hours will accrue each pay period at a rate of 4 hours per pay period (1 day/8 hours per month)
  - IB hours will be awarded upon hire date and prorated based on schedule and anticipated length of service
- Employee Assistance Program

## **TO APPLY**

Qualified persons may apply by sending a cover letter and resume to [applications@sfcdenver.org](mailto:applications@sfcdenver.org). Your cover letter should explain how the position fits into your professional goals. Resumes without a cover letter will not be considered. Invitations for interviews will be extended upon review of qualified candidates until the position is filled.

On the e-mail subject line, please write "SOS Assistant"

E-mail: [applications@sfcdenver.org](mailto:applications@sfcdenver.org)

Individuals with criminal backgrounds are invited to apply. All SFC employees undergo a background check.

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Saint Francis Center is an Equal Opportunity Employer.