



**SAINT  
FRANCIS  
CENTER**

**Employment Contact**  
Applications@SFCDenver.org  
www.SFCDenver.org

St. Francis Center (SFC), a ministry of the Episcopal Diocese of Colorado, was established in June 1983. SFC is a refuge for individuals experiencing homelessness 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 adults 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 – CORE SERVICES STAFF**

**POSITION TITLE: Core Services Staff**

**PRIMARY LOCATION: 2323 Curtis St, Denver, CO**

**REPORTS TO: Core Services Director/Assistant**

**DATE: January, 2021**

EXEMPT  NON-EXEMPT

FULL-TIME  PART-TIME  ON-CALL

PERMANENT  TEMPORARY

### **POSITION OVERVIEW**

Core Services staff works primarily in the day center which provides emergency shelter and services to people experiencing homelessness (guests). Core Services staff must be able to work as a team with other staff and volunteers in order to implement the day center's mission of providing a safe, peaceful, clean, and respectful environment where guests can meet their basic needs and access supportive services to work towards housing. In addition to the direct services provided by the center, each full-time Core Service staff member has one or more additional "desk duties", which may be administrative, supervisory and/or supportive roles to ensure the day center's efficient daily operation according to the vision and mission of the department and organization (Desk Duties do not apply to Part-Time or On-Call Core Services Staff). This position reports directly to either the Director or Assistant Director of Core Services.

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

#### *Direct Care and Services*

- Greet day center clients as they enter the building (must ascertain whether client is appropriate to enter the facility)
- Provides relevant information and referrals for shelter guests
- Provides/monitors direct services (showers, clothing room, storage and mail, etc.)
- Trains new staff, interns and volunteers in various day center stations as needed
- Upholds policies/standards that govern shelter activity; maintains high standards related to safety, efficient service provision, guest care, and shelter cleanliness

- Works with other Core Service team members to handle crisis situations including responding to seizures and other medical emergencies, responding to conflict and fights among guests, confronting agitated or inappropriate guests, providing appropriate back-up to team members and volunteers, etc.

#### *Other Duties and Requirements*

- Sorts mail
- Performs cleaning duties including laundry, end of day cleaning, etc.
- Purges items left overnight according to shelter policy
- Performs weekly storage purge as assigned
- Participates in daily shift change meeting including discussing incidents, typing daily notes, recording guest time-outs and/or conditions to return, etc.
- Participates in all weekly Core Service department meetings and monthly "All Staff" meetings
- May participate in organizational or departmental workgroup(s) or subcommittee(s)
- Performs additional assignments and responsibilities ("desk duties") which may include one or multiple of the following: supervisory role, administrative tasks, assisting other departments, etc.

### **EDUCATION (MINIMUM REQUIREMENTS)**

- High School Diploma or GED equivalent

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

- Strong commitment to St. Francis Center mission and vision
- At least 6 months of work experience working in a shelter environment and/or working with individual experiencing addictions and mental health challenges preferred
- Ability to lead others including staff, volunteers, and guests
- Ability to work with and communicate effectively with a diverse population including staff, volunteers, and guests
- Strong professional boundaries
- Basic understanding and experience with Trauma Informed Practices
- Attention to detail and ability to multitask
- Ability to de-escalate people in crisis
- Computer literacy, including basic proficiency in MS Office, Outlook, and Excel
- Ability to complete and implement Trauma Informed Practices, Restorative Practices, Mental Health First Aid and CPI/de-escalation trainings, as well as other trainings deemed necessary by the organization or department
- Proficient in Spanish preferred

### **PHYSICAL/MENTAL DEMANDS**

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 employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk, hear, taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must regularly lift and /or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- There will be a variety of people within the shelter at any time of varying personalities and backgrounds. Additionally, while the environment is generally peaceful, some individuals who enter the Day Center can exhibit erratic, unpredictable, and even at times violent behavior. All staff are trained in how to handle situations in a way that promotes the safety of other staff, volunteers, and guests.
  - While performing the duties of this job the employee is regularly exposed to outdoor weather conditions.
  - Other hazards may involve exposure to occasional loud noise, exposure to illness or unsanitary hygiene, and exposure to common household chemicals.
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## **SALARY/BENEFITS**

Salary: \$16/hour

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

- Employer-paid health insurance with an HRA plan
- Employer-paid dental insurance
- Employer-paid life insurance after 1 year of employment
- Robust retirement plan after 1 year (5% plus a dollar-for-dollar match of contributions up to 4% of earnings)
- Generous Employer-paid sick/vacation leave

## **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.

E-mail: [applications@sfcdenver.org](mailto:applications@sfcdenver.org). On the e-mail subject line, please write " Core Services Staff"

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.