



## On Call Shelter Coordinator Job Description

Path Home (formerly Portland Homeless Family Solutions) empowers families with children to get back into housing and to stay there. Our programs support families from crisis to stability and include Street Outreach, Family Village Shelter, Rapid Re-Housing & Housing Retention, Homeless Prevention, Rapid Adult Education, and a Basic Income Guarantee Program. Annually, Path Home provides culturally competent, trauma-informed services to nearly 1,900 kids and parents from over 500 families.



Path Home believes that intentional, systematic racism and oppression are primary causes of homelessness, and we are working to dismantle systems of oppression within our own organization and the community as a whole. We serve a very diverse group of families, and our goal is to have a staff that reflects the diversity of our families.

Organization: Path Home

Job Title: On-Call Shelter Coordinator

Reports to: Shelter Program Manager

Job Specifics: No scheduled hours; employee will cover full time staff when they are sick or on vacation. This is an opt-in position; you can always decline shifts if you are unavailable.

Compensation: \$19.50 per hour; \$20 if bilingual in English/Spanish

Benefits: One week (40 hours) of paid sick time annually

Close date: Position will remain open until filled

On-calls are reached out to and hired based on need. If you do not hear from us in a timely manner, it may mean we are not in need of on-calls at that time.

*Path Home values diversity in its workforce and is an equal opportunity employer.*

*We encourage people from diverse backgrounds to apply for this position, including people of color, people with disabilities, immigrants, people with lived experience, members of the LGBTQ+ community, and people with criminal backgrounds.*

### Overview:

- Work with staff, volunteers, and residents to ensure that shelter is safe and welcoming to a broad diversity of families experiencing homelessness. This includes people of all races, nationalities, languages, ages, abilities, sexual orientations, gender identities, and family composition. Path Home operates the Family Village shelter for families with children located in the Lents neighborhood. The Family Village shelter has been designed using trauma-informed design and architecture, which research shows to help people heal from the crisis and trauma of homelessness.

Family Village has three shelter shifts – day shift, swing shift, and sunrise shift overnight. During each shelter shift, three shelter coordinators are on duty and responsible for maintaining a safe and welcoming shelter environment for families. Work focuses on building relationships, trust, and support in order to promote the strengths and capabilities of families experiencing homelessness

during their shelter stay. Path Home is a passionate, compassionate, and authentic environment. Our shelters are staffed 24 hours a day, 365 days a year.

The shifts that you'll be asked to cover include:

- Day shift: 7:30am-3:30pm
- Swing Shift: 3pm-11pm
- Sunrise Shift: 10:30pm-8am

On-call staff are expected to be available to take shifts with no advance notice as well as scheduling shifts arranged ahead of time.

#### Specific Job Duties:

- Build relationships with parents and children who are living in shelter; approximately 50% of our clients are children under 18.
- Facilitate the structure of the day; ensure that the daily and nightly routines are observed.
- Be able to hold boundaries and enforce policies to ensure smooth shelter operation and a safe environment for all families.
- Support on-site volunteers to have a meaningful experience. Help them find projects to do while they are volunteering alongside staff at shelter.
- Log daily activities using cloud based software, creating timely and accurate records on services provided.
- Utilize a strengths-based approach with families as they manage shelter living, which involves supporting families with communal living, interpersonal conflict, and the stressors of homelessness.
- Initiate and maintain organization and cleanliness in shared shelter areas and workspaces.
- Work effectively with Path Home staff; participate in team building, staff meetings, and organizational functions.
- Communicate intentionally with families and staff involving issues of shelter management.

#### Skills and Abilities:

- Be compassionate and non-judgmental in responding to families in need.
- Maintain composure and facilitate order in a stressful environment with a particular focus on the stressors of communal living, parenting, and homelessness.
- Must be able to maintain strict confidentiality and professional boundaries with all households.
- Communicate clearly and concisely with clients and staff with a particular focus on verbal and written communication.
- Build relationships and interact respectfully with parents and children with diverse backgrounds and lifestyles. This involves directly interacting with children on a regular, daily basis.
- Set and hold professional boundaries in a compassionate way.
- Support families in navigating resources in Portland and Multnomah County, including housing, schools, behavioral health, childcare, and other community resources.
- Understand the effects of trauma and how trauma can impact homelessness and poverty.
- Frequently use computers and mobile devices to access email, voicemail, texts, and documents stored in a cloud-based system.
- Be able to learn new skills and apply that knowledge to different situations.
- Be flexible in work routine and approach to daily schedule.
- Be comfortable working independently with clients as well as with the rest of the Path Home team.

#### Minimum Qualifications:

- Experience working with individuals or families experiencing homelessness and a knowledge of local social services is a plus.
- Applicants who are bilingual in English and Spanish would be compensated at a higher rate: \$20 hourly

- Must be reliable and show up to work on time during every scheduled shift.
- Must be self-motivated and work well in an unstructured environment.
- Experience with crisis intervention and customer service.
- Familiarity with computers and software such as Google Suite (G Suite) as well as the ability to utilize computers and mobile devices to access information via the internet is necessary.

To Apply:

Send your resume and cover letter in .pdf format to [shelter-hiring@path-home.org](mailto:shelter-hiring@path-home.org) with your name and the job title, "On-call Shelter Coordinator," in the subject line. We do not accept calls, unless you are requesting a reasonable accommodation for a disability. To request a reasonable accommodation [shelter-hiring@path-home.org](mailto:shelter-hiring@path-home.org) or (971) 323-3503.

## path home values

collaboration • compassion • mutual respect • human connection • equity  
inclusion • accountability • stewardship • excellence • innovation • engagement