



Metanoia Homeless Support Specialist

Reports to:

Site Coordinator(s) and Operations Manager

Position summary:

This role will provide supportive services and actively maintain the daily operations of our seasonal shelters programming. They will ensure there is a safe, supportive, and therapeutic environment for our guests and fellow staff, by following all policies and procedures. This position will be encouraged to help empower our guests to reach goals and may need to provide documentation when needed. Due to the nature of this program, hours may vary. As a Homeless Support Specialist, you will be a vital member of our transdisciplinary team that works together to accommodate residents' unique needs while providing trauma-informed hospitality and services in a flexible, compassionate, and responsible manner. This position provides compassionate individuals with the powerful, unique opportunity to work on the front lines of innovative, grassroots efforts to bridge serious gaps in our community's social service structure.

Essential duties and responsibilities:

- Demonstrate personal and interpersonal qualities that support the core values and mission of The Metanoia Project.
- Commitment to provide services in a manner that is welcoming and appropriate to the special needs of those affected by trauma and severe mental illness.
- Use your personal experiences to develop authentic and trusting relationships with guests.
- Assist with bridging the gap between community providers and The Metanoia Project's guests; advocate for guests' needs.
- Foster the utmost understanding and care by providing ongoing education to non-peer team members regarding the experience of individuals with mental health conditions and/or substance use disorders.
- General hospitality; coordinate bed assignments and assist with linens and meal distribution.
- Complete shift logs, incident reports, and written violations when necessary.
- Work to build an environment that is supportive and conducive to guest growth and recovery.
- Assist in the creation and implementation of group activities and programs.
- Attend all staff training and workshops that include, but are not limited to: Nonviolent Communication, Harm Reduction/CPR, Trauma-Informed Care, and LGBTQ and Cultural Awareness.
- Maintains supportive housing documents in client's file.
- Assist in completeness of a goals and service plan with participants
- Adheres to strict boundaries and professional ethics in the care of others.
- Maintain safety procedures with an emphasis on COVID-19 Safety Procedures.
- Other duties as assigned.

Required Job Qualifications:

- 1+ year of Social Service/ Homeless Community Support experience
- Possess an unwavering belief in the power and possibility of recovery and absolutely believe that all individuals can lead full, rich, and productive lives.
- Express patience, creativity, flexibility, compassion, and sensitivity to persons with severe mental illness, traumas, substance use disorders, and other disabilities.
- Knowledge of substance use disorders or mental health diagnosis.
- Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program.
- Ability to see, respond/move quickly, communicate, hear and utilize electronic communication devices, ascend/descend stairs, stoop, and lift/carry/push/pull 25 lbs.

Details of Employment:

Employment time period: We are seasonal, operating *mid-November to mid-April* **only**

Employment type: full-time, part-time

Where: Ohio City, Old Brooklyn with the possibility of expansion to other locations

Shifts: (6pm-1am), (1am-8 am)

To apply, please send your cover letter and resume to jobs@projectmetanoia.org
Learn more about us at <https://metanoiaproject.org>