**Job Description**

**Job Title:** Community Engagement & Safety Associate **Department:** Community Engagement & Safety

**Reports to:** Community Engagement & Safety Supervisor **Effective Date: *7/1/2023***

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| **Guiding Principle:** | The St. Francis House Philosophy of Care commits us to providing trauma-informed, recovery-oriented and person-centered care. It guides everything we do at St. Francis House (SFH) – how we work with Guests and how we work together as an entire agency and community. Each staff person is expected to learn, understand, and apply these principles in their everyday work. |
| **Job Summary:** | The Community Engagement & Safety (CES) Associate position is responsible for the security of the SFH buildings. The Community Engagement & Safety Associate ensures that St. Francis House provides a safe and welcoming environment for our guests, staff, and visitors. |
| **Supervisory Responsibilities:** | None |
| **Essential Duties/Responsibilities:** | * Welcomes guests by providing a positive, professional, and respectful presence at all times to all who enter our doors. * Models a positive, collaborative, professional, and respectful tone on the floor, modeling clear and appropriate boundaries and adherence to procedures and guidelines. * Scans and screens SFH Guests through HMIS software for Front Door Scanning and Meals. Redirects when alerts appear while also monitoring for restrictions. * Proactively monitors the environment in order to intervene before crises occur. * Ability to de-escalate with respectful communication skills. * Responsible for attending to emergency calls throughout the building for medical and safety concerns. * Ensures unsafe objects are not brought into the building by properly using an x-ray machine, metal detector, and handheld wand. * Monitoring the front of St Francis House for loitering and disruptive behavior. * Provides rounds throughout floors 1 through 10. * Pro-actively communicates with team members, supervisors, and all other departments. * Responsible to read and communicate through email on daily basis. * Participates in weekly department meeting along with scheduled agency meetings. * Completes incident reports when required to do so before the end of day. * Performs other duties as assigned for the safe and continuous operation of the building. * Adheres to agency code of conduct. * Performs other duties as assigned. |
| **Required Skills/Abilities:** | * Ability to remain calm during stressful situations. * Ability to greet and welcome everyone who comes to the door. * Ability to operate physical security equipment such as a handheld metal detector and x-ray machine. * Ability to work weekends and holidays. * Proficiency in English. * Excellent verbal and written communication skills. * Excellent interpersonal and customer service skills * Excellent organizational skills with attention to detail. * Excellent time management skills with a proven ability to meet deadlines. * Ability to prioritize tasks and to delegate them with appropriate. * Proficient with Microsoft Office Suite or related software; with ability to use computer for email communication, documentation and ability to learn and actively use the guest HMIS database. * Ability to function well in a fast-pace and stressful environment. * Basic understanding of and commitment to taking a person-centered, recovery-oriented, and trauma-informed approach. * Analytical and problem-solving skills. |
| **Education and Experience:** | * High school diploma or GED required. * Preference will be given to those with experience working with the homeless population, mental health, or addiction services. * Lived experience of homelessness and/or recovery a plus. * Bilingual in Spanish preferred. |
| **Physical Requirements:**  **Work hours, Equipment used** | * Constantly operating X-ray machine and wand (hand-held metal detector), Two-way radio. * Computer scanner. * Constant exposure to extreme temperatures (in/out- doors). * Occasionally operate computer and other office machinery, such as a calculator, copy machine, computer printer. * Occasionally move about inside office spaces, multi floor – level building, and other SFH locations. * Constantly - Standing, walking, bending, and stooping for extended hours each day. * Occasionally - sitting. * Ability to respond promptly and efficiently (e.g., walking, running, taking stairs, kneeling down) to address urgent or emergency situations when they arise. * Ability and willingness to perform light housekeeping. * Occasional - lifting and moving up to 50 pounds independently. * Ability to adapt to seasonal temperature changes. * Workweek: Required to cover any days between the hours of 6:30 am to 3:00 pm (Monday through Sunday). Shift schedule to be assigned. * May also be required to provide shift coverage in absence of other staff; with approval of manager. * Work hours may change based on the needs of the program/department and/or agency. |
| **Essential Personnel:**  **(Employee who is designated to work during a business closure or limited closure in order to meet operational requirements.)** | * Yes |
| **Accommodation and EEO:** | SFH is an Equal Employment Opportunity Employer is committed to a diverse and inclusive workforce where all staff can reach their fullest potential. We welcome – everyone who have lived experience of homelessness and/or recovery, and those who have faced historic barriers to competitive employment, in particular Black, Indigenous, and People of Color (BIPOC), and those who are multi-lingual or multi-cultural and members of the LGBTQ+ community.  Reasonable accommodations may be made to enable individuals with disabilities to perform these duties. |

This job description is subject to change and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time.

***Completed by Human Resources only:***

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| FLSA Status: Exempt Non-exempt  Full-Time  Part-Time; \_\_\_\_\_ Hours per week  ***Salary Range: Low*** $39,520 per year ***Medium*** Click here to enter text.  ***High*** $43,472 per year  ***Job Grade: \_*** 1­**\_\_** |