



COMMUNITY SUPPORTED SHELTERS
1160 Grant Street, Eugene, OR 97402

Job Title: Service Team Members

Part time at 25-35 hours/week

Starting pay is \$15/hr. (lead positions start at \$17/hr.)

Community Supported Shelters (CSS): CSS fosters opportunities for community development, and safe, functional shelter in Lane County. CSS is known for its unique Conestoga Hut Microshelters. The huts are built in intentionally designed communities that provide safe, transitional shelter for people in our community who are experiencing homelessness. Our program provides high quality social support services to help clients move on to improved living situations.

CSS has opened a hiring pool for two positions on the CSS Service Team. There may be multiple openings for each position. The positions include **Camp Facilitator** and **Service Navigator**. *Submitting application materials to this pool makes you eligible for either position between March 16, 2021 and September 16, 2021.*

Service Team Purpose: The CSS Service Team members play a critical role in supporting CSS clients as they stabilize and improve their lives. This collaborative team works directly with clients to address individual needs and group dynamics, and helps them navigate critical services in the community.

ROLES AND RESPONSIBILITIES

Camp Facilitator:

- Prepare agenda for and facilitate weekly community meetings at CSS Safe Spots and Microsites
- Facilitate constructive conversations that help camp communities work through issues and needs that arise during group meetings
- Schedule and facilitate conversations between clients when conflicts arise
- Facilitate the creation of positive camp cultures that adhere to program expectations and philosophy
- Communicate camp supply and repair needs to CSS maintenance crews via project management software
- Connect clients with Service Navigators using project management software

- Enter information into client database
- Attend service team training when offered
- Communicate regularly and work collaboratively with other members of the service team

Service Navigator:

- Cultivate positive and trusting relationships with CSS clients and with social service agencies in the Eugene/Springfield area
- Provide assistance to clients as they connect and seek services from local social service agencies
- Enter information into client database and project management software
- Initiate communication with clients and service agencies to track client progress
- Attend service team training when offered
- Communicate regularly and work collaboratively with other members of the service team

KNOWLEDGE, SKILLS & EXPERIENCE

Required (both positions):

- Strong written and oral communication skills, including the ability to write clearly, listen, reflect back, and double-check for accuracy
- Strong interpersonal skills including the ability to:
 - work through conflict and tension with others
 - listen to others' distress without taking it personally or being overwhelmed
 - establish clear boundaries and know when to disengage from situations that don't support client goals
- Willingness to engage with respect, curiosity, and inclusivity with those who have different life experiences than your own.
- Competent computer skills, including word processing, database management and email communication
- Strong time management skills to meet deadlines and the ability to skillfully prioritize competing demands

Preferred (both positions):

- Personal experience with homelessness or past work with unhoused populations
- Experience working with individuals who have a variety of cognitive and emotional capacities, and who have experienced trauma
- Experience and patience navigating social service organizations (particularly important for Service Navigators)
- Experience serving as a group facilitator or conflict mediator (particularly important for Camp Facilitators)
- A valid driver's license

Preferred (for leads only):

- Past experience in a leadership role
- Past experience supervising others

WORKING CONDITIONS:

- All service team members have access to a heated office and meeting space with computers
- Significant time spent outdoors
- Dependable transportation is critical for moving between sites and attending client meetings at CSS office and/or social service agencies
- Periodic changes in responsibilities may occur within a growing and evolving organization

TO APPLY:

Please provide a resume and cover letter explaining your interest in working with CSS and your qualifications related to the work of the CSS Service Team. Applicants will be considered for either service team position. We prefer that application materials be emailed to c.s.s.eugene@gmail.com with "Job Application - Service Team" in the subject line. Alternately, items may also be sent via postal mail to: *Community Supported Shelters, Attention: Hiring Dept. 1160 Grant Street, Eugene, OR 97402*. A review of applications will begin when the need for a position arises. This pool will expire on September 16, 2021 after which time, applicants will need to resubmit materials. *Lead positions will be considered based on need and experience of applicants.*

Community Supported Shelters (CSS) is an equal opportunity, affirmative action institution committed to cultural diversity and compliance with the American Disabilities Act. CSS encourages all qualified individuals to apply and does not discriminate on the basis of race, color, religion, national origin, age, citizenship, gender, marital status, pregnancy, sexual orientation, gender identity and expression, disability, genetic information or veteran status.