



Family Shelter Assistant

Homeless No More works with families that are at-risk or experiencing homelessness through the following strategic initiatives: emergency services (Family Shelter), transitional shelter (St. Lawrence Place), affordable housing (Live Oak), and advocacy. We do this by supporting homeless and at-risk families through services and environments that help maximize their potential and move them toward independent living.

The Family Shelter Assistant is part of the Family Services Team and will report to the Case Management Program Manager and Chief Program Officer. Additionally, this position is responsible for supporting the families on campus during non-traditional hours. This position provides basic oversight and safety for those living at the Family Shelter and serves as the point of contact for volunteer groups and community partners. The Family Services Team works closely with other areas of the organization, including education, communications, compliance, and operations, through informal communication as well as established processes and meetings.

Essential Responsibilities:

- Provide supervision and redirection as needed to families experiencing homelessness at the Family Shelter
- Conduct and document hourly dorm, property, and facilities inspections
- Support Life Skills and other enrichment activities for families
- Ensure families are following program guidelines, policies, and procedures
- Assist with preparing and serving meals
- Provide general oversight and direction to volunteer groups as directed
- Screens maintenance concerns at Family Shelter and St. Lawrence Place and contact appropriate individuals as needed
- Communicates immediately with appropriate on-call staff and/or police in case of operational or program emergencies
- Accurate and timely documentation of all client interactions in designated records, ensuring documentation adheres to HMIS guidelines, grant requirements, and organizational procedures
- Assist with family-related events (festivals, Holiday Shop, etc.), community events (RoundTable), and special events (fundraisers)
- Responsible for ensuring the connector building is organized and cleaned

Other Responsibilities:

- Attend trainings and workshops as necessary
- Additional duties as assigned

Position Qualifications:

We are looking for someone who:

- Thrives in a fast-paced, fun environment and enjoys working with children and families
- A passion for helping families attain stability
- Demonstrates the ability to work effectively as a member of a multidisciplinary team

- Has strong verbal and written communication, administrative, and organizational skills
- Has a strengths-based and solution-focused approach
- An ability to successfully multi-task, prioritize, or pivot to ensure quality care

Required Qualifications:

- The ability to manage and de-escalate crisis situations
- Demonstrated excellence in organizational, crisis management, and communication skills
- The ability to lift up to 20lbs

Preferred Qualifications:

- A working knowledge of homelessness and poverty
- Experience working with children
- Working knowledge of community resources
- Experience in the non-profit sector

Position Details:

Location: Columbia, SC

Salary range: \$12-15 per hour

Schedule: shifts include 4:00pm – 12:00pm Thursday, Saturday, and Sunday & 8:00am-5.30pm Saturday and Sunday; please indicate shift preferences when applying.

Employment type: PRN, as needed

This job description is not intended to be all-inclusive. HNM reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. To apply, please send resumes to Jeremy Martin via email: jmartin@homelessnomore.org.