The City of Chicago is working closely with key partners to protect those experiencing homelessness during the Stay-at-Home Order issued in response to the COVID-19 outbreak. The first phase of this work includes increasing emergency shelter locations and beds to allow facilities to maintain social distancing practices as, which require individuals to be spaced at least six feet apart. These additional shelter locations will require the support of volunteers in various capacities, and each shelter will focus on providing shelter and services to specific sub-populations (i.e. youth, single individuals, single women and families).

Requesting Department - City of Chicago Department of Family and Support Services

Description of Opportunity – Volunteers are needed in-person, on-site to fulfill various capacities within the shelter, including (please see more for more detailed descriptions):

- Shelter Manager
- Shift Supervisor
- Residential Aide
- Security (front desk, hallway/common areas)

Hours - Roles will be either 7-day, weekday, or weekend shifts for the following 3 shifts each day:

- Day Shift: 7a-3p
- 2nd Shift: 3p-11p
- 3rd Shift: 11p-7a

Locations - Locations are in the process of being identified. Currently, the following additional shelters are active:

- Rauner YMCA - 2700 S. Western Ave.
- South Side YMCA - 6330 S. Stony Island Ave.
- McCormick YMCA - 1834 N. Lawndale Ave. #2
- Salvation Army Kroc Center - 1250 W. 119th St.
- Salvation Army Harbor Light - 825 N. Christiana Ave.
- Broadway Armory - 5917 N. Broadway
- Calumet High School - 8131 S. May St.
- South Shore High School - 7529 S. Constance Ave.

Number of volunteers needed - 100
Position: Shelter Manager

Job description:
- Coordinate with DFSS Staff and other City of Chicago Officials/departments
- Managing the operation of the shelter and all related activities
- Ensures a safe and secure environment
- Planning and providing training and supervision of staff through meetings and individual sessions, or as needed based upon performance
- Monitoring and maintaining high standards of physical safety in the shelter unit as evidenced by weekly inspection reports, accident reports, investigation reports and compliance with all safety regulations
- Ensure completion/submission of all required reports as scheduled
- Routinely review all required reports, logs, mails, etc. as needed, maintaining an organized filing system
- Identifies systems and operations problem areas and makes recommendations for improved performance
- Oversees the inventory of assigned equipment
- Perform other duties as requested

Staff Supervision
- Notify DFSS and City of Chicago officials of adjustments to staff scheduling to accommodate illness, etc
- Supervise program supervisors to ensure that they are meeting goals and performing their duties and discuss with Shelter Manager
- With the approval of the DFSS and City of Chicago officials, remove staff from duty for cause
- Ensure that all necessary information is communicated to shelter staff as policy and procedures change

Physical Requirements:
- Ability to stand/sit/walk for extended periods of time

Minimum Requirements:
- Bachelor’s degree in Human Services or related field
- 3-5 years direct service experience in an emergency shelter or homeless services management
- Strong skills in the application of supervisory techniques; ability to proof own work and the work of others
- Direct Shelter Management (Required)
**Position: Shift Supervisor**

**Job description:**
- Coordinate with DFSS Staff and other City of Chicago Officials/departments
- Provide coverage for the general welfare and safety of the shelter residents, staff and volunteers
- Provide exceptional customer service to all resident and guests
- Provide crisis prevention and intervention as needed
- Complete routine resident and facility checks to ensure that residents are not at risk and that the facility is free of potential hazards (leaks, fire, destruction of property, etc.)
- Ensure nightly head count is completed (evening shift) and complete reports as assigned
- Record incidents and residents’ grievances appropriate in logbook and on incident report
- Assign work-related projects to program aides, security, and maintenance as needed.
- Perform other duties as requested

**Staff Supervision**
- Notify Shelter Manager of adjustments to staff scheduling to accommodate illness, etc
- Supervise program aides, security, and maintenance to ensure that they are meeting goals and performing their duties and discuss with Shelter Manager
- With the approval of the Shelter Manager, remove staff from duty for cause
- Ensure that all necessary information is communicated to shelter staff as policy and procedures change
- Assist Shelter Manager as needed in completing documentation relevant to resident and facility reporting

**Physical Requirements:**
- Ability to stand/sit/walk for extended periods of time

**Minimum Requirements:**

**Experience:**
- Minimum two years’ experience working in a residential facility, preferably experience working with individuals currently, or formerly, experiencing homelessness, mental health and substance abuse issues, and some supervisory experience
- Must have good interpersonal skills with the ability to communicate effectively both written and oral
- Ability to handle and prevent crisis situations with minimal supervision
- Must have some computer skills and be able to formulate incident reports
- Ability to work with clientele that have special needs and provide assistance with respect and compassion
- Help to foster and to promote a positive and harmonious atmosphere at the shelter

**Education:**
- High school or equivalent (Required)
- Associates or higher preferred

**License:**
- First aid and CPR/AED certified
Position: Residential Aide

Job description:

- Provide exceptional customer service to all resident and guests
- Treat guests in a culturally sensitive manner
- Facilitate client intakes and departure processes, as required by department policy
- Conduct periodic walking inspections of all areas of the facility, for the purpose of identifying and initiating appropriate action (correction, reporting, etc.) of hazards, inappropriate behavior, needed repairs or other notable condition
- Assist residents/guests to ensure a safe environment, to include compliance with rules and policies
- Respond to emergency situations that may arise, making independent decisions within policy guidelines, as necessary
- Provide crisis intervention and institute security and safety procedures should a critical or threatening situation arise
- Support and supervision to volunteers. Assist with the orientation and training of new staff and volunteers
- Work cooperatively with other staff and programs
- Represent programs to other community agencies and representatives in a respectful and positive manner
- Participate in staff meetings
- Maintain service records and required forms and reports in prescribed format
- Comply with Salvation Army procedural requirements, including those set forth in the Policy & Procedure Manual and Employee Handbook
- Provide timely and appropriate notification to police, fire, emergency medical and supervisory authorities
- Perform other duties as requested

Physical Requirements:

- Ability to stand/sit/walk for extended periods of time

Minimum Requirements:

Experience:

- Working with vulnerable populations: 1 year (preferred)

Education:

- High school or equivalent (Required)

License:

- First aid and CPR/AED certified
Position: Security

Job description:
- Provide exceptional customer service to all resident and guests
- Treat guests in a culturally sensitive manner
- Greet all visitors with a positive attitude and provide direction as needed
- Work with all staff members to ensure quality service is provided
- Respond to all emergencies as they occur
- Identify visitors and have them sign in
- Front desk duties: Observe departing personnel to protect against theft, answer and transfer telephone calls, write reports, transfer information to residents and visitors
- Communicate relevant information via radio, phone or written reports
- Sort packages to be delivered to residents’ apartments
- Conduct periodic walking inspections of all areas of the facility
- Follow established emergency action planning and procedures
- Ability to calmly diffuse situations that may arise
- Other duties as needed

Physical Requirements:
- Ability to stand/sit/walk for extended periods of time

Minimum Requirements:
Experience:
- Working with vulnerable populations: 1 year (preferred)
- Security: 1 year (Preferred)

Education:
- High school or equivalent (Required)

License:
- First aid and CPR/AED certified
LOOKING FOR A WAYS TO LEND YOUR SUPPORT TO FELLOW CHICAGOANS IN RESPONSE TO COVID-19?

HERE ARE WAYS YOU CAN HELP!

ARE YOU A CPS TEACHER OR CHILDCARE WORKER? VOLUNTEER TO WATCH THE CHILDREN OF CHICAGO’S FIRST RESPONDERS AND ESSENTIAL WORKERS.

Register with Sittercity: https://family.sittercity.com/chicagoresponds/

ARE YOU A CPS NURSE OR OTHER HEALTHCARE PROVIDER? YOU CAN HELP THE MOST VULNERABLE IN OUR CITY.

Sign-up with Illinois Medical Reserve Corps: https://www.illinoishelps.net

WANT TO HELP SUPPORT THOSE WHO ARE SHUT-IN OR FOOD INSECURE?

CONTACT:

Greater Chicago Food Depository: https://www.chicagosfoodbank.org/volunteer/

Lakeview Pantry: https://www.lakeviewpantry.org/volunteer/

Top Box Foods: https://tinyurl.com/tuw7uwu

My Block, My Hood, My City: https://formyblock.org/viralresponse

ARE YOU ABLE TO DONATE BLOOD TO HELP THOSE WHO NEED IT MOST?

Sign-up with the Red Cross: https://tinyurl.com/u7tcsg4

LOOKING FOR OTHER VOLUNTEER OPPORTUNITIES OR TO DONATE ANY GOODS OR SERVICES?

https://tinyurl.com/wy8hd6h

For all opportunities, you must verify that you do not currently exhibit any symptoms of coronavirus, and to your knowledge, have not been in contact with people exhibiting symptoms or receiving a diagnosis in the last 14 days. Symptoms include fever, dry cough, and shortness of breath.