"Working Together to Strengthen ALL Families and Survivors"
Website: www.fscss.org
3545 7th Ave SW STE 200, Olympia, WA 98502
Phone: (360) 754-9297 Fax: (360) 943-1139

POSITION TITLE: Shelter Operations Coordinator
REPORTS TO: Family Shelter Director
POSITION TYPE: Full time, hourly
SALARY: $30.60 - $32.64 per hour, DOQ
BENEFITS Full benefits package including Medical, Dental, Vision, Life Insurance, and Employee Assistance Program (EAP), plus Paid Time Off (PTO) encompassing holidays, vacation and sick leave (approximately 270+ hours annually), and 401k employer contributions after 1 year of employment.
HOURS: Full time 35 hours per week, including nights and weekends
LOCATION: This position is based out of our Family Shelter in downtown Olympia

About Us: Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, "*Working Together to Strengthen All Families and Survivors*". The Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

Position Summary: The Shelter Operations Coordinator will be primarily responsible for supporting staff working in the evenings and weekends at Pear Blossom Place, Family Support Center's family shelter. This position will help ensure the shelter remains family friendly, safe, and secure, providing oversight, coaching, and support to the staff working. This position may also provide guidance and support to any other agency staff working in the evenings, such as peer counselors or other direct service staff, helping to coordinate services, address emerging concerns, and ensure consistent communication and adherence to agency policies and procedures during non-traditional hours. This role contributes to creating a supportive community environment that prioritizes safety, respect, accountability, and access to resources. The Coordinator also assists with program documentation to ensure services are delivered consistently and align with the organization's mission, values, and commitment to equity and inclusion.

Preferred Skills & Experience:
- Experience:
  - Minimum of 2 years working in a shelter or residential environment
  - 1+ year working with people experiencing crisis; ability to diffuse crisis and support staff responding to crisis
  - 1+ year supervising and/or coaching/mentoring direct service staff
- Education/Training: Bachelor's degree or equivalent experience in a social service or related field; may substitute comparable work experience for education
- Technology: Proficient in computer use, including Microsoft Windows programs, and electronic data base systems such as Apricot/ Efforts to Outcomes, and/or HMIS.
- Training & Certifications: Domestic Violence and Sexual Assault advocacy certification, Peer Counselor

Licenses & Other Requirements:
- Must pass comprehensive background check

Primary Responsibilities:
- Provide training, coaching, and guidance to staff working at Pear Blossom Place to ensure the shelter remains high quality, in compliance with funding guidelines and program values
- Ensure onsite staff are responding to the needs of shelter guests and visits, such as answering phones/doors, responding to conflicts, setting the space up for overflow shelter, etc.
- Provide feedback to the Shelter Director regarding program successes, challenges, gaps in services

- Work alongside staff and Shelter Director to ensure all data entry is complete and up to date, including HMIS, income records, goal plans, etc.
- Mitigate any challenges or concerns raised by shelter guests
- Assist with conflict resolution among residents and help de-escalate challenging situations using trauma-informed approaches
- Ensure accurate documentation of incidents, shift activities, and guest interactions
- Follow up with staff and Shelter Director to debrief any incidents where law enforcement or first responders are called to the shelter; review each situation to address any training needs, partnership opportunities, and consistent challenges or successes in similar situations
- Respond to any shelter grievances in accordance with grievance procedure
- Support Shelter Director and direct service staff in preparing and managing cold weather overflow shelter, in addition to emergency hazardous weather events
- Regularly review the shelter set up, assignment of rooms, impacts of overflow shelter, etc. with the goal to continuously evaluate the program's effectiveness and ability to meet the needs of families experiencing homelessness
- As needed, help facilitate family engagement activities, and/or support staff in facilitating and coordinating activities to build social connections among shelter guests and children
- Provide regular check ins and ad-hoc supervisions with evening and overnight staff who may not regularly meet with Shelter Director due to scheduling
- Establish a process for regular shift reviews to be shared across program staff, in partnership with the Shelter Director, in an effort to ensure all staff remain up to date about processes, policy or procedure adjustments, and emerging challenges
- Work alongside Shelter Director to ensure the facility remains staffed and has ample coverage; work to fill shifts due to planned or unexpected absences (sick, vacation, holiday, etc.)
- Check in as needed at the Campus Shelter location, such as to connect with families, respond to guest needs as necessary
- Remain knowledgeable and trained on current coordinated entry processes as to ensure shelter staff are accurately responding to callers seeking intake/assessment via the coordinated entry line
- Answer, screen and route calls incoming to Pear Blossom Place and the coordinated entry line
- Support staff working in other FSC programs that may be working evening/weekend hours, such as checking in during shifts, troubleshooting situations or crisis, respond in person if needed
- Support with the training and onboarding of all FSC staff, including those primarily working outside of the shelter program, to ensure consistent knowledge and understanding
- Participate in community outreach and education events as needed
- Attend community meetings and task forces on behalf of Family Support Center and the family shelter program
- Support any interns or volunteers onsite at Pear Blossom Place which may include offering training, supervision, evaluation support, etc.
- Ensure all client information is accurate in Apricot and HMIS as applicable
- Attend trainings specific to position, which may include via zoom/web, in person locally, and some state and national travel
- Other duties as assigned

Individuals interested in applying should submit resume, cover letter, and three professional references via email to Hiring Department at hiring@fscss.org or by mail to 3545 7th Ave SW Suite 200, Olympia, WA 98502. No phone calls please. Position open until filled.

Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.