

**City of Milwaukee**  
**Milwaukee Coalition on Housing and Homelessness**

Job Description: Winter Warming Center Support Staff (Overnight)

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**Part-time:** Temporary

**Date:** November 2023

**Salary:** \$17.00/hour

**Supervisor:** City of Milwaukee

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**SUMMARY:** To help create a safe, caring, supportive environment for Winter Warming Center guests. More than just a place of protection from the winter elements, it is also a source of hope and support, helping to connect persons experiencing homelessness to much-needed services.

**HOURS OF OPERATION:** 2<sup>nd</sup> Shift: 6 pm to 1 am, 3<sup>rd</sup> Shift: 12:30 am to 8 am

Winter Warming Center staff work as a team to manage the nightly operations of the Winter Warming Center, ensuring guest safety, maintaining accurate, timely data records, and cleaning the facility before, during, and after operations.

The Winter Warming Center will be operational from December 1, 2023 to March 31, 2024  
Mandatory training and orientation prior to the first shift. Apply now to secure your position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following (other duties may be assigned):

- Prepare the facility for guests – includes cleaning, sanitation, beverage preparation, and sleeping area layout.
- Welcome guests and conduct brief intake.
- Collect essential data and enter it into a Google Spreadsheet for guests staying overnight.
- Review and enforce program rules and expectations with guests, employing problem-solving and de-escalation techniques as needed.
- Review and maintain logs of incidents at the facility.
- Abide by and enforce CDC protocols against transmission of COVID-19 and other transmittable diseases.
- Actively monitor guests and all areas of the facility while on duty to ensure the safety and well-being of all.
- Work closely with the Site Coordinator, Outreach Workers, and other community agencies in supporting guests nightly.
- Clean facilities at the end of operations.
- Attend all job training and staff meetings.

**QUALIFICATION REQUIREMENTS:**

Individuals must be confident and can work with people experiencing homelessness, mental illness, and substance use disorder in a way that is compassionate and professionally appropriate. Must be dependable and demonstrate honesty and integrity while working in a team atmosphere.

**Job Requirements**

- Ability to stay awake and focused during overnight shifts.
- Patience, flexibility, ability to listen, assertiveness, and compassion.
- Ability to show up on time for assigned shifts and find your own replacement if needed.
- Reliable transportation to and from work.
- Ability to make decisions and maintain composure under pressure.
- Ability to communicate professionally with guests, volunteers, providers, and fellow staff members.
- Ability to maintain confidentiality.
- Ability to maintain professional boundaries with guests, volunteers, providers, and fellow staff members.
- Knowledge or experience with low-income & and homeless populations preferred; lived experience of homelessness is helpful.
- Professional training in trauma-informed and harm-reduction practices is helpful but not required.
- Must pass a background check.

**TO APPLY: Select link to complete online application.**