

## **Family Promise of Northern New Castle County**

### **Our New Hospitality Center Seeks TWO part-time Shelter Hosts (evenings & weekends)**

Family Promise of Northern New Castle County (FPNNCC) prevents and ends homelessness for families by engaging faith-based congregations, volunteers and donors. Family Promise NNCC provides shelter diversion, rapid rehousing and shelter for families. Please see [www.familypromisede.org](http://www.familypromisede.org) for more info.

#### **Job Objective:**

To bridge our Hospitality Shelter Center case management staff with the evening volunteer shift and the guest families staying in our program. You will be a friendly liaison but not a case manager.

#### **Job Description:**

- This job will be shared between 2 qualified individuals, providing flexibility to accommodate other work engagements, school, support time-off, etc.
- You will be the key contact and a “presence” for guest families experiencing homelessness and volunteers alike in the evenings and weekend days. This may be as simple as greeting them with the friendly “Family Promise way” or showing them where items are stored or helping someone with a lock that just won’t budge.
- You will first greet evening volunteers when they arrive and help them only as needed in the kitchen and dining room areas.
- As needed, you may round up the families for dinner in the evenings. Volunteers primarily do this and prepare/serve the meal and eat with families.
- Volunteers visit with families from about 6:30-9pm and would touch base with you when leaving.
- During the evening and weekend hours there may be a blend of office and simple housekeeping or facilities tasks to do, like relocating donated items to designated storage areas, helping out with some minor computer work or filing. There may be occasional light cleaning/ organizing/ restocking/ light maintenance. This job can be based on a person’s skill set and what the organization needs.
- In evenings, you will leave at approximately 11pm, after families have gone to sleep and you confirm doors are locked and things are closed up. *You will ensure safety and security.*
- On weekends, the hours can be flexible, but most likely a 6-7hr shift somewhere within 8-6pm timeframe.
- You are also responsible for any situations that may arise and will be fully trained on 1) what these may be 2) how to handle. We have a case manager on-call system for volunteers to use and you as well.

#### **Desired Attributes:**

- Responsible and trustworthy- you will be working independently/alone.
- A positive attitude- you will be interacting with our volunteers and our guests.
- Willing to be flexible and remain organized, taking on odd jobs as needed.
- Comfortable working with diverse constituent groups and all types of people.
- Some basic technology skills expected.
- Can handle/resolve minor conflicts effectively and calmly- good intuition and judgment.
- Situational awareness and ability to make decisions, thinking safety first and integrity of the program.
- Has own transportation- will be travelling between our two sites (they are a mile apart)
- Ability to lift 50lbs on a regular basis.



**Location:** The Family Promise Hospitality Center at 2501 Milltown Road Wilmington, DE 19808, with possible trips to our main location: 2104 St. James Church, Wilmington, DE 19808.

**Hours:** This is a job-shared position between two shelter staff. The total work schedule for both people is:

- 5-11pm Sunday-Thursday
- 9-5 Saturday (or 8-4, 10-6, etc)
- 9-5 Sunday (similar)

Starting salary is \$12-\$15/hour. Background check required.

To apply, please submit resume to [employment@familypromisede.org](mailto:employment@familypromisede.org) Positions to be filled immediately.