

# Position: Operations Specialist

The Operations Specialist is responsible for the smooth operation of the shelter during their shift. The Operations Specialist constitutes the first response to emergencies and emergent situations when they arise. This position is responsible for providing support to residents, volunteers, and other staff; enforcing rules; ensuring that procedures are followed; and oversees families, volunteers, and the building and grounds. This position reports to the Director of Operations.

**Full-Time, Four-Day work week – 32 hours per week.**

## General Responsibilities:

- Ensure that IHN policies and procedures are being followed during evening hours
- Support client families with evening routine: dinner, activity, clean-up, chores
- Greet and provide support to IHN volunteers and guests
- Ensure families sign the daily attendance sheet as well as sign in and out of the building
- Ensure volunteers sign in, create and wear a name tag, and sign out
- Orient volunteers for activity time
- Supervise Alpha Volunteers
- Greet and assist overnight volunteer
- Uphold emergency protocol when situations arise
- Document all incidents related to clients and/or volunteers
- Communicate with other service staff regarding family needs and issues
- Answer and document all phone calls
- Perform janitorial tasks as needed (e.g. mopping kitchen floor, bathrooms, turning over resident rooms for incoming families.)
- Inventory supplies and food on regular basis

## Minimum Qualifications:

An understanding of and commitment to Housing First principles is required. Positive attitude, strong interpersonal skills, a proven ability to work unsupervised and a history of reliability in the workplace required. Person has to be comfortable with enforcing rules while also being empathetic. Previous work experience with diverse populations, crisis management to include handling of crisis phone calls, responding to medical and mental health crises, and a familiarity with fields of substance abuse and public health are desired but not required. Must have a valid ID and checking account for direct deposit pay.

Please send resume indicating interest to:

Operations Director, Brad White at  
[bwhite@alphahouse-ihn.org](mailto:bwhite@alphahouse-ihn.org)

No phone calls, please!