



**JOB TITLE:** Residential Team Lead, Men's Shelter  
**REPORTS TO:** Program Manager, Men's Shelter  
**HOURS:** 32 to 40 hours per week, flexible to meet needs of the facility, including evenings, overnights, and weekends  
**FLSA STATUS:** Non-exempt

### PROGRAM DESCRIPTION AND JOB SUMMARY

The Primavera Men's Shelter provides emergency shelter to approximately 100 men on a nightly basis. Services provided to participants include meals, showers, hygiene products, some clothing, and case management.

The Residential Team Lead assists with day-to-day operations of the Men's Shelter, including client and public interactions and assistance, processing of paperwork and data entry, cleaning and security of facilities, kitchen/meal services, and response to phone and in-person inquiries/requests. Provides excellent customer service, and attends to the needs of shelter participants in a professional, non-judgmental, and courteous manner. Works to create and maintain a peaceful, supportive, and safe environment. Models sound decision-making, positive personal accountability, and encourages paths toward self-sufficiency and positive outcomes. The successful candidate will be most comfortable working as part of a team, and will be outgoing, enthusiastic, and personable, driven to achieve results and enable the success of others, and conscientious about following guidelines and established parameters.

**DUTIES AND RESPONSIBILITIES** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the leadership):

- Enforce Shelter guidelines and maintain a peaceful environment at all times.
- Interact with participants, volunteers, and fellow staff in a professional manner, reflecting Primavera's Guiding Principles of integrity, respect, accountability, compassion, and leadership.
- Assist clients in the residential setting - welcoming, providing guidelines, answering questions, ensuring adherence to rules, encouraging positive behaviors, responding to issues and problems, and ensuring a professional, respectful, and safe environment.
- Cross-train in all Residential Team Lead duties, as outlined in this description.
- Provide coverage for and assistance to other Residential Team Leads as assigned.
- Provide support in daily Shelter operations including laundry, food, maintenance, and cleaning.
- Accurately complete required paperwork for any shift, including Unusual Incident Reports.
- Keep the daily log of participant information and shelter happenings up to date with relevant and thorough information.
- Communicate any participant concerns to the Program Manager, Resource Specialists, and other Residential Team Leads, and assure documentation in the log book.

- Complete required data entry in a timely and accurate manner
- Complete random rounds at least once during every 30 minute period of shift.
- Issue receipts for donations as appropriate.
- Allocate participant beds logging information in the shelter database.
- Recruit participant volunteers for the chore list.
- Train, assist, and supervise participant volunteers in completing their assigned chores.
- Answer the telephone, taking messages as appropriate.
- Safeguard the inside and outside areas of the Shelter.
- Prepare coffee and assure that breakfast is ready at 6:00 a.m. (breakfast shift only)
- Ensure meal prep and kitchen cleaning procedures are followed when working in the kitchen.
- Prepare and serve lunch on days when it is not provided by volunteers, using leftovers as much as possible.
- Supervise delivery of meals by meal teams. Support meal team volunteers, and assist as needed. Enter data in monthly volunteer meal team log. Provide servers with disposable gloves and proper kitchen utensils.
- Manage shelter supply inventories in order to ensure cost-effective practices are followed.
- Date and properly store all donated and/or purchased foods using a first in, first out procedure.
- Follow standard health and sanitation procedures.
- Work as a team leader with participant kitchen volunteers.
- Clean kitchen and prep area after each meal and other times as needed in compliance with Shelter cleaning procedures.
- Supervise participant volunteers at all times.
- Make up bedrolls daily.
- Work at the front door, responsible for participant entry, breathalyzing, checking bags, orientation, clothing run, and roll ups.
- Attend bi-weekly staff meetings, quarterly All Staff meetings, and other training sessions and meetings as requested.
- Other duties as assigned by leadership

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of issues facing people who are homeless
- Ability to work effectively with diverse populations including participants, volunteers, and other shelter staff
- Empathy, persuasiveness, and orientation to enable others to succeed.
- High structure and detail-orientation, balanced with drive to accomplish timely results and ability to adapt to change.
- Working knowledge of emergency procedures, including fire evacuation, participant medical and behavioral concerns.
- Proficiency with computer systems and software, especially use of email and database programs.
- Ability to ensure compliance with health and safety regulations.
- Comfort working with individuals with mental health and/or substance abuse issues.
- First Aid/CPR training.

## **MINIMUM QUALIFICATIONS**

- High school diploma or equivalency.
- Computer literacy, including email and database programs
- First Aid/CPR certification - or ability to obtain.
- Ability to obtain Mental Health First Aid training/certification

## PREFERRED QUALIFICATIONS

- Bilingual – English/Spanish
- Six months experience working with homeless population
- One year of data entry experience
- Knowledge of relevant and applicable community resources
- Experience working in similar setting

## PHYSICAL ENVIRONMENT/ SPECIAL CONDITIONS

- Residential, multiple-bed shelter environment indoors, with internal office, common eating and sleeping areas, moderate noise levels, and requiring outdoor surveying of property in desert climate.
- Ability to work at desk work station and throughout common areas, standing, bending, stooping, and ability to lift and carry up to 30 pounds.
- If driving a Primavera vehicle, must possess a valid Arizona driver's license and submit proof of a clean driving record.

**(This job description is intended to indicate the basic nature of the position and examples of typical duties that may be assigned. It does not imply that all positions within the job description perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Successful candidates will be able to perform the essential functions of the position, with or without reasonable accommodations.)**

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To apply for this position, please submit cover letter and resume via email to [jobs@primavera.org](mailto:jobs@primavera.org).