

BIG BEND HOMELESS COALITION CAMPUS SAFETY SPECIALIST

Position Summary:

The role of the Campus Safety Specialist (CSS) is to safeguard the HOPE Community residents and BBHC campus overnight. This position requires an individual with excellent interpersonal skills and the ability to work with individuals experiencing a crisis situation. The Campus Safety Specialist must work cooperatively with Resident Care Specialists, Food Service and Facilities team members to ensure success of our cross-functional team work environment.

Qualifications:

- High school diploma or equivalent.
- First Aid and CPR certifications, including Heimlich maneuver training (within 30 days of hire).
- Good physical condition.
- Commitment to the mission and values of the Big Bend Homeless Coalition.
- Commitment to fostering professional working relationships with colleagues, clients and volunteers.
- Prior residential program experience preferred.

Duties & Responsibilities:

- Maintain the safety, security and appearance of the facility.
- Intercede quickly, safely and calmly in a crisis situation.
- Interact with residents in a respectful and caring manner.
- Understand and implement HOPE handbook policies and procedures.
- Oversee and assist in the preparation, serving and clean-up of breakfast, as needed.
- Follow a nightly schedule outlining routine duties throughout the shift.
- Complete a communication log by the end of the shift.
- Interact with residents in a respectful and caring manner, assisting and supporting them, in cooperation with their case managers, to achieve their goals.
- Attend turn over meetings at the beginning and ending of each shift, contributing factual and pertinent information with regard to residents and events on campus.
- Maintain timely and professional communication with other team members by completing paperwork in accordance with program guidelines. This includes but is not limited to communication logs, incident reports, meal counts, work orders, rosters, and curfew reports.

- Attend staff meetings as scheduled.
- Assist in welcoming and orienting new residents to HOPE Community.
- Work cooperatively with the Volunteer/Donation Coordinator and Food Service Director and other team members to maintain the safety, security and appearance of the facility and smooth operation of services.
- Coordinate the physical comfort of the residents, including issuing linens, lockers, beds, toiletries and other essential supplies to our residents.
- Support and assist volunteers at HOPE Community.
- All other duties as assigned.

Supervised by: HOPE Community Director

Supervisory Responsibilities: N/A

Skills Required:

- Able to take charge and direct others in emergencies or other dangerous incidents.
- Show good judgment and common sense; follow directions and directives from team members.
- Excellent interpersonal and customer service skills.
- Effective written and verbal communication skills.
- Computer literacy (Microsoft Word, Office, Excel and Internet).
- Ability to work closely with a diverse population, demonstrating respect for those we serve.

Physical/Mental Demands & Working Conditions:

- Physically able to work in a fast paced multitasked environment.
- Must be physically able to walk from location to location on the BBHC campus and conduct security checks in all buildings.
- Must be able to lift 35 pounds, work in extreme temperatures and intercede in the event of a crisis situation.
- Job duties will require both inside and outside work, in a variety of weather conditions.

This position description does not list all the duties and responsibilities of the position. You may be asked by supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this position description. Management has the right to revise this position description at any time.