



ST. STEPHEN'S

Ending Homelessness

EVENING SHELTER VOLUNTEER FIRST COVENANT SHELTER

ABOUT US

St. Stephen's Human Services is an innovative and collaborative nonprofit organization whose mission is to end homelessness. We progress toward this goal by providing emergency services, shelter, and housing programs for individuals and families. We meet people experiencing homelessness where they are and accompany them on their journey to safe, stable housing and a healthier life. We believe that housing is a basic human right.

St. Stephen's actively fosters an environment that is free of racism, discrimination, bias, and harassment where all individuals are treated with dignity, safety and respect.

POSITION OVERVIEW

The First Covenant Church Shelter by St. Stephen's is an emergency shelter in Minneapolis that serves 50 adult men and women every night. Guests usually stay in the shelter for 1-3 months and can often extend their stay until permanent housing is found by working towards housing with shelter advocates. The St. Stephen's Emergency Shelter Team supports guests in their progress towards achieving self-identified goals and housing stability.

The Evening Shelter Volunteer will work as part of our team to manage the evening operations of the shelter and support shelter guests. The Evening Shelter provides on-the-ground support to individuals experiencing homelessness and is a great way to build a stronger framework for understanding homelessness in our community.

PRIMARY DUTIES

The Evening Shelter Volunteer will:

- help create a hospitable and welcoming environment for all shelter guests;
- help prepare sleeping area for incoming guests;
- ensure there are enough copies of forms and intake packets;
- heat treat guest's belongings in the dryer;
- build and maintain trust with clients;
- stock and organize the supplies and linens;
- help keep common areas, book shelves, and game shelf organized and neat;
- unlock showers for guests to use, and remind guests of 10 minutes shower limit when needed;
- remove linen bags from "Back Tomorrow" beds, and retrieve linens and help make beds for one-night guests;
- document the names and bed numbers of guests who request wake-up calls and next-day lunches;
- assemble next-day lunches as needed;
- answer phone calls and assist with incoming inquiries for assistance and referrals throughout the evening, and transfer all calls from ASC or 211 to staff;

- assist Meals Groups and/or staff with preparing, serving, and cleaning up evening meals as needed;
- spend time with guests, either playing games, talking/listening, or simply being present;
- listen to concerns and grievances from shelter guests and relay messages to advocates;
- report any escalating situations to shelter advocates so that they can de-escalate as needed;
- other duties as needed.

DESIRED QUALIFICATIONS

Necessary skills include:

- commitment to our mission of ending homelessness;
- must work respectfully with clients and key stakeholders who are diverse with respect to race, ethnicity, gender orientation, socio-economic status, and religion;
- ability to build professional, trusting and respectful relationships with individuals of diverse backgrounds;
- strong professional boundaries
- eagerness to learn about navigating systems and available resources for people who are experiencing homelessness;
- ability to interact positively and professionally with guests experiencing mental health and chemical health symptoms;
- willingness to help as needed;
- ability to work collaboratively and creatively with staff and guests;
- must be at least 18 years of age; and
- ability to pass a background check.

SCHEDULE

- 5-9PM, 7 days a week.
- Commitment to at least two shifts per month for a minimum of 3 months.

LOCATION

First Covenant Church Shelter by St. Stephen's
810 S. 7th St.
Minneapolis, MN 55415

The shelter is located in the lower level of First Covenant Church. The entrance to the shelter is located on the north side of the building off the parking lot. Parking is available in the church parking lot with a parking pass (must be obtained from shelter staff each night).

TO APPLY

Complete our online volunteer application at

<https://ststephensmpls.org/join/volunteer-application>

Amanda Hancer will contact you when your volunteer application is received to schedule a meeting.

FIRST COVENANT CHURCH
SHelter
BY ST. STEPHEN'S