



# ST. STEPHEN'S

Ending Homelessness

## **EVENING SHELTER VOLUNTEER CLINTON AVENUE 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 Clinton Avenue Shelter by St. Stephen's is an emergency shelter in South Minneapolis that serves 45 adult men 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;
- build and maintain trust with clients;
- stock and organize the supply closet and linen closet;
- bring laundry from bedroom to laundry room;
- distribute mail to guests as requested and organize mail closet;
- 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;
- welcome Meal Group volunteers to the shelter and help them set up for the meal;
- assist Meals Groups and/or staff with preparing, serving, and cleaning up evening meals as needed;
- spend time in the living room with guests, either playing games, talking, 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;
- help keep common areas, book shelves, and game shelf organized and neat;
- update incoming overnight volunteers with any pertinent information before leaving the shelter for the evening;
- 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**

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

## **LOCATION**

St. Stephen's Emergency Men's Shelter  
2211 Clinton Ave  
Minneapolis, MN 55404

The shelter is located in the basement of the 2211 building. The entrance to the shelter is located in the rear of the building off the parking lot – the door to the shelter is bright blue.

## **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.