



SHELTER. SUPPORT. SOLUTIONS.

Resource Center Associate (part-time) Job Announcement

Position Summary

From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. The Pillars Resource Center provides a safe, welcoming environment where people who are experiencing homelessness and not connected to resources or services can go to engage in services. Our vision is for it to be the “hub” of all housing related services.

The Resource Center Associate is part of a team that provides services to clients accessing the Pillars Resource Center. We are seeking a responsible and energetic individual with a passion for serving people experiencing homelessness.

The Resource Center Associate’s general responsibilities include fostering hope and healing by coordinating day room activities, assessing and meeting the needs of our guests, leading and facilitating groups, creating a safe and clean environment, and maintaining the group schedule.

Duties and Responsibilities

- Facilitate an established daily schedule including activities, the client chore list, accepting donations, space transition, and clean up
- Completes new client registrations, conducts new client orientations and assists with other client paperwork
- Assist our clients by providing referrals and resources including applying for shelter
- Engages clients and introduces them to other services and service providers in the center
- Work with outside agencies to arrange for needed services at the resource center
- Enforce rules and procedures and ensure that the resource center provides a clean, safe and welcoming environment for volunteers, clients and staff at all times
- Communicate regularly with other staff members and leadership to ensure consistency and quality of service.
- Provide crisis management when needed and as appropriate
- Maintain professional boundaries with clients and set appropriate limits as needed
- Collaborate with agency staff to review cases and make recommendations to aid in client success
- Maintain agency and client confidentiality
- Attend staff meetings and trainings
- Other duties as assigned

Core Competencies and Qualifications

- Excellent verbal and written communication skills
- Ability to work independently
- Positive attitude
- Ability to work in a team environment

Education and/or Experience

- High school diploma or equivalency degree (GED, HSED) is required; post-secondary education in Human Services field is preferred. Previous experience working with individuals experiencing homelessness or families/individuals with mental health, AODA, legal, or other issues is preferred.
- Availability to work 8 hour shifts, 8:00 AM to 4:00 PM, varied days during the week

Compensation

The compensation for this part-time position is \$12.14/hour.

To Apply

Send resume and cover letter to tmelzl@pillarsinc.org or mail:

Tracy Melzl, Human Resources Assistant, Pillars, Inc., 605 E Hancock Street, Appleton, WI 54911

Pillars is an equal opportunity employer

04/2019