



## **We're Hiring Day Floor Support!**

Mary's Place empowers homeless women, children, and families to reclaim their lives. We operate a women's day center, a 24x7 family center, and six emergency family night shelters in Seattle. We serve hundreds of families—moms, dads, and children—providing a safe place for them to be inside, together at night, providing a safe place for them to be inside and together at night, as well as meals, showers, clothing, and access to housing and employment resources.

### **Position Description**

We are seeking a responsible and energetic individual with a passion for serving families and children experiencing homelessness to be Day Floor Support. Staff creates a welcoming atmosphere of safety, stability, dignity, and hope to restore the lives of families and children. General responsibilities include greeting and welcoming all guests and maintaining the safety and security of the facility.

### **Key Responsibilities**

- Determine volunteer activities, develop positive relationships with volunteers and supervise and direct volunteers on shift
- Assist with all Family Center laundry, including towels, sheets and blankets
- Answer phones and provide information to callers about Mary's Place programs and local resources
- Enforce rules and procedures and ensure that the Mary's Place Family Center provides a clean, safe and welcoming environment for volunteers, guests and staff at all times
- Schedule appointments for daily use of the showers and laundry facilities
- Monitor use of all agency hygiene facilities by guests and provide personal assistance when necessary
- Mediate conflicts and model appropriate problem solving strategies
- Provide information and resources as requested
- Maintain calm in the day center and model positive behavior
- Provide bus tickets in accordance with Mary's Place policies and assist guests with requested bus routes
- Assist guests with vouchers for outside services
- Communicate regularly with other staff members and leadership to ensure consistency and quality of service
- Maintain appropriate records and documentation

- Embrace the Mary's Place mission of empowering women, families and children and adhere to staff guidelines as outlined in the Employee Handbook
- Perform other duties as assigned

## **Skills/Qualifications Required**

- College degree or relevant experience, with experience in homeless services strongly desired
- Demonstrated problem solving, conflict mediation and crisis management skills
- Ability to set appropriate boundaries and maintain calm demeanor in a chaotic setting
- Highly motivated, resourceful, flexible, and possesses a positive attitude and sense of humor
- Experience working with children and parents desired
- Strong communication and documentation skills
- Exhibits compassion and empathy; works well with women, men, and children from all differing backgrounds including but not limited to race, ethnic, social, creed, religious belief, documentation status, gender identity, economic, and sexual orientation

## **Details**

This is a weekend and on-call position with a rate of pay of \$14.00 to \$16.00 an hour.

In addition, Mary's Place offers the following benefits to full-time staff:

- Unlimited use ORCA pass for just \$3.50 per pay period
- Employee Assistance Program

## **How to Apply**

Applications accepted until the position is filled. Please send cover letter and resume to: [jobs@marysplaceseattle.org](mailto:jobs@marysplaceseattle.org) No phone calls please; only applicants selected for interviews will be contacted.

[www.marysplaceseattle.org](http://www.marysplaceseattle.org)