



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 to work 15 hours per week.

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 (Monday through Friday)

Work Environment

The Resource Center Associate must occasionally lift and/or move up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Current COVID Protocols

Masks are required to be worn by all employees in common areas. Masks are not required to be worn in offices if everyone in the office is vaccinated. COVID protocols are subject to change based on recommendations from the CDC and/or local health department recommendations.

Compensation

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

To Apply

Send Application, resume and cover letter to :

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

Pillars Employment Application can be found here:

<https://pillarsinc.org/wp-content/uploads/2019/06/Employment-Application.pdf>

Pillars is an Equal Employment Opportunity employer committed to achieving a diverse workforce and to maintaining a community which welcomes and values a climate supporting equal opportunity and difference among its members. All qualified applicants will receive consideration for employment without regard to race, national origin, color, religion, age, genetics, sex, sexual orientation, gender identity, disability or veteran status.