



2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

EMPLOYMENT OPPORTUNITY

MILEU ASSISTANT

FLSA Status: Non-Exempt

Summary of Position: The Mileu Assistant supports the overall operation of the Drop In and Shelter programs.

Specific Duties:

General

- Arrive on time and prepared for shift. Complete assignments and tasks in a timely manner.
- Attend all trainings both required and expected by the organization
- Skilled at verbally de-escalating situations with and between participants
- Maintain a clean environment in the shelter and during Drop In
- Develop and maintain strong and professional relationships with teammates and participants through effective, and cross-functional communication and collaboration
- Attend and participate in all meetings, check-ins and debriefs when scheduled to work
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless
- Available to work evening, overnight, and weekend shifts, and holidays as assigned

Drop In: A time in the day when homeless individuals can get basic needs met

- Engage participants to explore their case management needs and make appropriate referrals
- Assist participants with accessing basic needs, including clothes, food, hygiene products etc
- Ensure that the drop-in environment is safe and community-oriented by helping the participants follow the general rules of the space
- Communicate with case managers to ensure participants needs are prioritized and met

Shelters: Overnight shelter for residents working toward stable housing

- Ensure the safety and security of residents by completing and recording security and safety checks, and helping the residents adhere to general shelter rules
- Lead and participate in group discussions with residents that effectively prepare them for a healthy transition into permanent housing, while documenting activity inside a continuum-wide database
- Develop an environment of community and respect among our residents by actively partnering with them to address barriers to success while in the shelter, as well as in their lives

Case Management

- Collaborate with case managers and the health program staff to assess needs and goals to create service plans for our shelter residents and Drop In participants
- Enter appropriate data, relevant to service provided, into continuum -wide database (HMIS)

The following qualifications are requirements for the position:

- High school diploma or equivalent experience
- At least one year experience serving the homeless, mentally challenged, or substance abusive adult population, preferably in a residential setting
- Computer literacy in Microsoft Word and Excel and in client database usage

The following qualifications are highly desirable:

- Self-starter with the ability to multi-task and think creatively

Other requirements:

- Valid Illinois Driver's License and must be insurable under agency policy
- Able to work independently and with diverse populations
- Effective speaking, writing, and interpersonal skills
- Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Shelter Manager

Compensation and Benefits

Competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental and life insurance options, short- and long-term disability coverage, as well as a 403(b) option.

Organizational Overview

Connections serves and catalyzes our community to end homelessness, one person at a time. We do this through homelessness prevention, shelter, and housing programs. In 2018, Connections served over 1,400 individuals through our services. To learn more about our programs, please visit our website at www.connect2home.org.