



OPEN POSITION

DROP-IN CENTER SITE SUPERVISOR

Multiple positions available, full- and part-time
Temporary employment through April 2021, with possible extension

Downtown Evening Soup Kitchen (DESK) seeks multiple individuals to provide onsite supervision at DESK’s Drop-in Center at 266 State Street in New Haven. Appropriate candidates will be friendly, courteous, and responsive; sensitive to the strains of homelessness; and extremely responsible and professional. Preference will be given to candidates who have worked with those dealing with mental health or substance use disorders and are familiar with de-escalation techniques. The Drop-in Center Site Supervisors will direct volunteers, distribute food and other basic needs items, provide overall facilities supervision, and coordinate any and all activities that happen onsite.

Mission & Background Information

DESK serves people experiencing homelessness or living in poverty by providing food assistance and services that promote health, community, and equity. We are located in Downtown New Haven, just off the Green. The new Drop-in Center will open in January 2021 as a place for those experiencing unsheltered homelessness to get out of the cold during the winter months and access basic needs supplies. For more information on our programs, services, history, and vision, visit us online at www.deskct.org.

Core Responsibilities

- **Site Supervision** – Site Supervisors serve as the point-person onsite during drop-in hours.
- **Client Relations** – Site Supervisors serve as the host and primarily liaison, addressing any issues as they arise.
- **Volunteer Supervision** – Site Supervisors work closely with volunteers who provide onsite support.
- **Interagency Collaboration** – Site Supervisors work closely with representatives from other agencies to facilitate their provision of services onsite.
- **Basic Needs Distribution** – Site Supervisors distribute food and other supplies to clients, as needed.
- **Facilities Supervision** – Site Supervisors work with maintenance staff to ensure that the building is kept clear and safe, with appropriate attention paid to mitigation of COVID-19 transmission.

Must-haves	Nice-to-haves	<u>Not needed</u>
<ul style="list-style-type: none"> ● 2+ years experience in human services, social services, and/or direct customer service ● Friendly & courteous ● Good communication skills ● Team player ● Independent troubleshooting skills ● Works well under stress ● Enthusiasm for mission 	<ul style="list-style-type: none"> ● Experience working with people experiencing homelessness and/or mental health or substance abuse disorders ● Experience working with and directing volunteers ● Experience in provision of basic needs 	<ul style="list-style-type: none"> ● Strong culinary skills ● Experience working in a nonprofit or small business setting ● Administrative skills ● Management experience

Compensation

Starting hourly rate will be \$18.00.

How to Apply

Interested candidates should email a cover letter and résumé to Jill LaBrack at jlabrack@deskct.org with “Site Supervisor Application” in the subject line.

DESK is an equal opportunity employer who affirms and values greatly the role of diversity in the workplace and strongly encourages applications from people of all backgrounds and lifestyles.