
Call to Action: Make a Difference RIGHT NOW

at The Willows @ Woods.

A human crisis has been continuing to evolve at the area of the city called “Mass and Cass”. People are at very much at risk, related to their drug use, their health conditions, and, as winter quickly approaches, their exposure to extreme cold. Women staying on the street there are at particular risk. As a community, we must find a solution that can help ensure people have a dignified and safe place from which to receive support and services.

St. Francis House, an experienced Boston homeless services provider, is preparing to open a harm-reduction focused transitional housing program which will operate 24 hours each day for approximately 6 months, to provide stable shelter/transitional housing to 20-25 of the women most at risk. We are grateful to be able to do this in collaboration with Boston Public Health Commission as well as Boston Health Care for the Homeless. Collaborating closely with the City of Boston shelters, we will be operating “**The Willows @ Woods**” on the sunny and welcoming 5th floor of the existing Woods Mullen women’s shelter at 794 Massachusetts Avenue in Boston.

The time is now to make this happen. But we can’t do it without committed people who are willing to dive into the work—full-time or part-time. Our existing St. Francis House staff are signing up for extra shifts and overtime to bring this mission alive. But, we need more. **We need you!**

We are hiring for full and part-time staff--RIGHT NOW!

Can you work overnights? You will be a priority!

THE OPPORTUNITY—FLOOR STAFF & EXPERIENCED SUPERVISORS NEEDED!

The **Guest Engagement & Safety Specialist (GESS)** is a front-line shelter role with a range of responsibilities to provide engagement and support to women who have been staying on the streets and have been very reluctant to enter traditional night shelter. The GESS works closely together as a supportive team, upholding all program practices to ensure a safe, welcoming and respectful shelter environment at all times. The GESS takes a harm-reduction approach, by proactively engaging the women with the goal of building trust, helping them meet their daily needs for shelter, food, and clothing, and providing information and supplies needed to ensure their personal safety when engaged in high-risk activities outside of shelter.

The **Supervisor for Guest Engagement & Safety** acts in the GESS role, but has additional responsibilities to lead the shift, through role-modeling, guidance, and ensuring all policies and practices are in place.

Population served: Women who are very high-risk, actively using drugs, engaging in sex work, having histories of trauma and sexual assault and experiencing a range of health-related concerns such as HIV and/or pregnancy.

Onsite Supports: The Willows will have 24/7 onsite security as well as medical services onsite.

Shifts needed: Our typical shift schedule is 7-3, 3-11 and 11-7. **Overnights are an urgent and immediate need (11pm-7am), especially on weekends.** However, there may be flexibility for particularly qualified candidates who can do primarily overnight hours.

KEY DUTIES:

- Helps to ensure an environment where women want to be versus spending days/nights on the streets.
- Applies a trauma-informed and person-centered approach to the work.
- Ensures women are meeting their basic needs--creates a safe and comfortable sleeping environment. Distributes meals and snacks and ensures women have access to necessary clothing.
- Maintains an active presence on the floor, does safety checks and allows for women to know they are safe and can easily start a conversation or ask for something they may need.
- Helps women create safety plans, and provide education/information, Narcan, clean works (needles and supplies), and condoms.
- Connects guests to service providers who can help them stabilize their lives.
- Screens shelter guests at the door and provides them with safe and locked storage options for any drug paraphernalia or items that could be used as weapons. Strictly following policies in place, return items upon request to women who are exiting the shelter.
- Responds to emergency situations as they arise, including administering Narcan, if necessary, and contacting onsite medical staff, security, and/or 911.
- Communicates positively with on-site Woods Mullen shelter staff to ensure good collaboration.

KEY QUALIFICATIONS:

- High school diploma or equivalent required. Associates Degree or other post-high school education or training strongly preferred.
- Minimum of one year of experience working in human services with highly vulnerable populations required.
- Experience with de-escalation techniques or crisis intervention.
- Training and experience in trauma-informed practices and harm-reduction principles.
- Lived experience of homelessness and/or recovery a plus.
- CPR and First AID certified preferred. Narcan trained or become trained in first 2 weeks of date of hire.

Our mission is strong, and our benefits are excellent

Click [HERE](#) to learn more and apply!
