

Shelter Assistant – Mary Mother of Hope House II

AmeriCorps Overview

AmeriCorps engages more than 75,000 Americans in intensive service each year at nonprofits, schools, public agencies, and community and faith-based groups across the country. Since the program's founding in 1994, more than 1,000,000 AmeriCorps members have contributed more than 1 billion hours in service across America while tackling pressing problems and mobilizing millions of volunteers for the organizations they serve.

Members additionally get to be involved in service with other members throughout the state and nationwide. By serving others through AmeriCorps, they gain important life skills including leadership, guidance, compassion, sympathy and empathy. These skills enable the Members to grow themselves and broaden their views of the needs of society and how service impacts the lives of others.

The Ministry of Caring Overview

The Ministry of Caring provides a network of services in the Wilmington, DE area. Our motto, "The poor should never be treated poorly," holds true each and every day as the Ministry works to eradicate homelessness and poverty and help those most in need rise to self-sufficiency. The Ministry of Caring does not discriminate on the basis of race, color, religious creed, ancestry, union membership, age, sex, sexual orientation, national origin, disability, or political affiliation.

Shelters and Transitional Residences

Ministry of Caring emergency shelters provide a safe environment with intensive case management to the homeless to help them return to or begin on the path to self-sufficiency. The transitional residences provide low-cost housing for at least 6 months with consistent case management, proven to reduce the likelihood of a client returning to homelessness. This position is located at Mary Mother of Hope House II emergency shelter, which serves women with children. *Please note, Member will have interaction with vulnerable populations due to our client base.*

Shelter Assistant

- Perform client intakes and explain the rules of the program.
- Assist in maintaining client files and ensuring all required paperwork is present and complete. Follow up as necessary if documents are missing during intake.
- Move clients in: search belongings for prohibited items; ensure no bedbugs are brought into the facility.
- Monitor site safety and help to enforce program rules.
- Perform daily room checks.
- Turn over rooms when clients move out, to ensure they are move-in-ready for the next clients.
- Answer phone and door; direct clients and potential clients to appropriate program staff.

- Check deliveries and ensure receipts are correct and are made available for accounting purposes.
- Receive donations of items for shelter clients; coordinate with the donors in terms of delivery when needed. Write receipts for donations at the time they are received and collect contact information, including name and address, so acknowledgement letters can be mailed. Write acknowledgement letters and send.
- Prepare 'care packages' of necessary hygiene and other items for clients to receive as they move into HHII and HHIII.
- Keep track of shelters' and individual clients' requests for items, at intake and throughout their stay, in order to be able to match odd items as they are donated.
- Assist clients on the computer on a one-on-one basis, particularly with job applications and housing searches.
- Keep in regular contact with Job Placement Center, to be able to pass information about jobs on to clients.
- Be a dependable presence for clients at Mary Mother of Hope House II.
- Enhance services provided by case manager by assisting case manager and program director with other administrative tasks as necessary.
- The member's impact can be measured in services provided and the number of clients who move on to safe housing.

Supervisor: Hope House II & III Program Director
Site Address: 121 N. Jackson Street
Wilmington, DE 19805