



Bethlehem Inn Job Description

Job Title: Overnight Program Support
Reports To: Program Managers
Scheduled Hours: Overnight: 9:30pm to 7:30am
FLSA Status: Hourly Non-Exempt
Prepared By: Program Manager
Prepared Date: 4/5/26

Mission & Position Summary:

Founded in 1999, The Bethlehem Inn is a community supported emergency shelter committed to providing a safe, secure and accountable environment for residents to meet basic needs and connect to community resources. Our goal is to support single adults and families in making life-affirming choices and measurable progress towards self-sufficiency. The Bethlehem Inn provides emergency access to shelter and food in a safe, secure environment.

The primary responsibility for any staff member is the safety and security of the facility, staff, residents and volunteers, while providing emergency shelter and food. This requires the flexibility of all staff members to adjust to and respond accordingly to immediate issues of concern, whether identified by another staff member, resident or outside representative. Teamwork and open communication between staff is essential in the success of the Bethlehem Inn, its residents, staff, and volunteers. The Bethlehem Inn uses the team approach for management and staff and requires that members of the monitor staff be responsible for holding themselves and other monitor team members accountable. This promotes a healthy and fulfilling work environment.

Essential Duties & Responsibilities:

(Includes the following though other duties may be assigned)

Overnight Program Support

- Reviews prior communication log entries at the beginning of each shift for changes and updates for both Next Steps and Family residents. Updates communication log regarding events taking place during shift.
- Follow up on client exits ensuring programmatic duties are completed.
- Supervises and maintains contact with front desk volunteer when front is staffed.
- Maintains required forms; incident exits, intake packets, rules and guidelines, and other front desk required forms.
- Maintains professional boundaries and utilizing de-escalation skills with clients.
- Maintains security at the Inn by making regular rounds on all areas of the property alert for safety and security issues.
- Update room assignment sheet.
- Holds residents accountable for their actions in accordance with our rules and regulations and responds immediately and thoroughly with communication, clarification, and procedure.
- Contacts emergency/law enforcement for issues during shift and communicates with Management Team regarding these issues.
- Maintains cleanliness in front desk area, intake waiting room, program support offices (4), staff bathrooms (2), office supply room.
- Acts as front desk staff when needed.

- Maintains and updates current resident file system and room assignment documents: physical files in drawer, room assignment sheet, and current resident book.
- Create new client files for Next Steps program.
- Act as support for other overnight staff.
- Puts out continental breakfast at 5am, cleans/restocks NS/FF dining rooms, washes morning dishes and puts back continental breakfast at 7am.
- Assigns FF chores and updates FF chore board.

Professionalism

- Demonstrates capacity to serve diverse people in a culturally sensitive and non-discriminatory manner.
- Sets and models high standards of honesty, integrity, and ethical behavior.
- Acts with a sense of reasoned urgency.
- Is adaptable and flexible and deals effectively with uncertainty.
- Represents self well with both internal and external customers in day-to-day interactions.
- Demonstrates effective and professional written and interpersonal communication skills.
- Deals effectively with conflict and works towards positive resolution.

Planning, Coordination and Teamwork

- Provide coverage and assistance for team members in all tasks to as required to maintain continuity of services.
- Works as part of a team to find solutions and takes initiative in finding other tasks that need to be completed to assist other team members.
- Nurtures positive optimistic attitude in the staff and communicates a sense of mission to team.

Minimum Qualifications:

(Qualifications applicant must possess in order to be considered for the position; possible exception if an applicant possesses appropriate substitute qualifications)

- Oregon Food Handler's Card (must be obtained prior to first day of employment)
- Ability to exercise sound, independent judgment, to maintain a high level of confidentiality, to respond effectively to emergency and crisis situations and resolve problems.
- Dependability and flexibility.
- Ability to write clearly and concisely and to communicate effectively in writing.
- Ability to communicate clearly and concisely orally.
- Analytical capability, ability to work effectively with data and identify trends, draw on history and recognize what has worked and what has not.

Preferred Qualifications:

(Qualifications which are desired in applicants, however applicants without these qualifications will not necessarily be excluded from consideration if they possess minimum qualifications.)

- Bilingual English/Spanish preferred.
- Up-to-date CPR/First Aid Certification

Substitute Qualifications:

(Additional related job experience might be substituted for degree requirement.)

Physical Demands:

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- While performing the duties of this job, the employee is regularly required to sit; stand; walk; use hands to finger, handle, or feel; reach with hands and arms; lift up to twenty (20) lbs; climb two (2) flights of stairs; and talk or hear. The employee is occasionally required to lift up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work Environment:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- The work environment can be unpredictable depending on the time of day and resident activity. The Bethlehem Inn is a fluid environment and a successful applicant should have the ability to think quickly on their feet and act with patience and compassion. Our residents are people with challenging needs often coming from chaotic circumstances. It is important for all staff to provide an environment of certainty and calm in what can sometimes be confusing situations.
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