



Listening House of St. Paul

Direct Service Program Associate

Listening House is hiring for multiple positions: full time, part time and intermittent
Posted salary is minimum starting salary. Pay commensurate with experience.

Organizational Overview

Listening House has served St. Paul for over 36 years, providing hospitality, practical assistance and counsel to adults experiencing homelessness, deep poverty, and social isolation. As a low-barrier, day time, drop-in referral and resource center, we are a respite from life on the streets and the elements. Our philosophy is one of radical hospitality as we hold the inherent dignity of all who enter our space, and welcome guests just the way they are. Dubbed “the living room of the homeless” by our guests, we fulfill basic needs (hygiene supplies, bathrooms, storage of supplies and personal paperwork, food, clothes) and well as the social/emotional needs via a non-judgmental listening presence. We work closely with the city and the county and with partner professionals in the areas of housing, mental/chemical health, traumatic brain injuries, and more.

Major Job Functions and Responsibilities

This position is on the front line of welcoming and supporting the guests of Listening House, where ALL are welcome. The ideal candidate will be friendly, and will listen, support, advocate and provide basic needs for guests on a daily basis, including food, hygiene supplies, clothes, assistance with forms, etc. In addition, the Associate will be adept and comfortable working within the harm reduction model.

- Conduct basic assessments including mental health condition; addiction status, cognitive ability or other indicators that may pose barriers for guests.
- Build and maintain rapport with guests.
- Provide direct support to guests in a hospitable manner using the harm reduction philosophy. Determine guests' needs according to established protocol and procedure.
- Offer guidance and support within Listening House, or make appropriate referrals to outside agencies.
- Maintain unbiased judgement of the guests being served.
- Advocate on behalf of guests as needed.
- Assist daily with assorted operational tasks.
- Assist in disseminating guest communication; making announcements on the floor, creating and posting flyers, etc.
- Continually promote the Listening House mission.
- Serve as an ambassador to donors and volunteers, both on a daily basis and at all fundraising events.
- Assist in the training, direction and support of volunteers.
- Document daily activity of guests and services provided.
- Work as part of a team and participate in staff meetings.
- Support colleagues in decision making and/or when back up is needed.

- Provide facility oversight; clean up space, wash and fold laundry, clean up outside area, prepare the living room for special events. With the virus, all direct service positions more frequently wipe surfaces and clean bathrooms to keep guests and staff healthy!
- Accept, account for, track and sort donations.
- Other duties as assigned.

Required Qualifications, Knowledge, Skills and Abilities

- Welcoming, outgoing, and friendly demeanor
- Work respectfully with guests and key stakeholders who are diverse with respect to race, ethnicity, gender orientation, socio-economic status, and religion
- Good communication skills – interpersonal, listening, telephone
- Basic computer use and ability to help guests search for jobs and housing, complete online forms, prepare job applications, Microsoft Office experience
- Heart for the mission and passionate about being of service to others
- Ability to switch gears quickly
- Effective problem solving and conflict resolution skills
- Good organizational skills as we receive many donations and supplies which need to be sorted so they are easily accessible for dissemination
- High school or equivalent with experience in human services or working with people experiencing homelessness, or social work/human services coursework/degree
- Must be able to pass background check.
- Must be able to lift 30+ lbs (donations/deliveries)

Listening House offers health insurance, life insurance, retirement, and PTO for full time associates.

How to apply: email hiringmanager@listeninghouse.org

Listening House of St. Paul
464 Maria Ave
St. Paul, MN 55106

No phone calls.