

Core Competencies for Shelter Staff:

Mission Ownership: Demonstrates understanding and full support of the mission, vision, and values of the shelter program; can demonstrate those values to others; consistently behaves in a manner congruent with the mission, vision, values and beliefs.

Initiative: Has strong work ethic; is action oriented and energetic toward required tasks.

Integrity and Trust: Is seen as trustworthy by others; practices direct, honest and transparent communication; keeps confidences; admits mistakes; doesn't operate with hidden agendas; responds to situations with constancy and reliability.

Interpersonal Skills: Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the congregation; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles. Treats all clients, volunteers, and other staff with kindness and courtesy, and offers to help when needed.

Technical Expertise: Demonstrates the technical skills required to proficiently execute the essential functions of the job.

Time Management: Is able and willing to focus time on tasks that contribute to organizational goals; Uses time effectively and efficiently; values time and respects the time of others; concentrates his/her efforts on the most important priorities; can appropriately balance priorities.

Process Management: Figures out the processes necessary to get things done; knows how to organize resources and activities; understands how to separate and combine tasks into efficient work flow; can see opportunities for synergy and integration; can simplify complex processes.

Attention to Detail: Consistently attends to the many small pieces which must be assembled into an organized whole; follows up on missing or out of balance items; resolves unanswered questions needed to address a problem; keeps the larger picture in mind while tending to the smallest of details.

Technical Expertise: Demonstrates the technical skills required to proficiently execute the essential functions of the job.