



Wellspring House, Inc.

Per Diem Shelter Staff – Gloucester, MA

Department: Shelter

Job Code: J7

Reports to: Director of Shelter Services and Housing Opportunities

FLSA Status: Non-Exempt, Per Diem

Hours per Week: shift coverage, variable, 4-10 hours per shift on average

Compensation: \$19.06 per hour

WHO WE ARE:

Founded in 1981, Wellspring House Inc. is a leading non-profit organization with programs extending throughout the 20 cities and towns of Massachusetts' North Shore region. Our mission is to inspire families and adults to achieve employment and financial security through stable housing, education, job training, and career readiness.

WHAT WE SEEK:

Wellspring House, Inc. is expanding its Per Diem staff for occasional coverage of weekend and/or overnight shifts at our family shelter in downtown Gloucester, a well-established program in operation since 1981. Wellspring has eleven regularly scheduled evening/overnight/weekend shifts every week. The purpose of the Per Diem pool is to provide a consistent, reliable team of substitute staff members to fill in during vacation, sick time, and other open shifts.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Job duties include general supervision of 5 families residing at a congregate shelter location while responding to urgent needs of 3 families in close-by

apartments. Enforcing compliance with Emergency Assistance program and Commonwealth of Massachusetts guidelines.

- Ensure a safe and orderly residential environment, greeting families when they return to the property and providing information and support as needed.
- Overnight shifts are for in-person, emergency coverage. Staff members must be available to readily respond to the needs of Wellspring House, Inc. and shelter families as necessary during the overnight hours.
- Utilize phone language interpreting service to communicate with non-English speaking families.
- Other related duties as needed and assigned

REQUIRED QUALIFICATIONS:

- Prior shelter and/or residential experience strongly preferred
- The ability to maintain professional boundaries
- Excellent communication and problem-solving skills
- High school diploma or equivalent required. Some post-secondary education (college or specialized training) preferred
- Computer Skills – Familiarity and experience using Microsoft Office platforms, especially MS Word, Outlook and SharePoint.
- CPR/First Aid Certification required

WORK ENVIRONMENT, LOCATION, AND SCHEDULE

The physical demands and work environment described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with different abilities to perform essential functions.

This role routinely uses standard office equipment such as computers, photocopiers, phone, and scanners. The ability to walk up several flights of stairs is required.

Wellspring's home office is at 302 Essex Avenue in Gloucester, MA. This position reports to our office located on Washington St. in Gloucester, MA. The property is

accessible by public transportation (MBTA, Commuter Rail, local van and bus service). There is un-metered street parking around the building.

COMPENSATION

This position is a non-benefited, per diem role compensated at the rate of \$19.06 per hour.

DIVERSITY EQUITY AND INCLUSION

Wellspring is committed to providing opportunities to people regardless of economic or social status. We strive to be inclusive in our engagement with our clients, our coworkers, and our external collaborators so that all feel welcome and empowered to do their best. It is incumbent upon every team member to treat others with respect.

We do not discriminate based on race, color, national origin, gender, gender identity, age, religion, marital status, sexual orientation, ancestry, public assistance, veteran history/military status, genetic information, or disability in providing our services.

APPLICATION PROCESS

Wellspring is currently accepting applications. Send your resume and cover letter via email to: jobs@wellspringhouse.org. In the subject line, write your name and the position title. We will review all submissions, identify candidates, and contact ONLY those individuals selected to continue in the search process. No phone calls please. Wellspring is an Equal Opportunity Employer that is committed to creating an inclusive organization. We actively seek a diverse pool of candidates for this position.

Updated 10/8/25