



Hospitality and Housekeeping Specialist

Pay: \$16.00/hour

Job Types: Full-time

ABOUT ALBION FELLOWS BACON CENTER:

Albion Fellows Bacon Center is a survivor-centered nonprofit dedicated to providing safety, healing, and hope to survivors of domestic violence, sexual assault, stalking, and human trafficking. Through emergency shelter, mobile advocacy, prevention education, and community collaboration, Albion works to create a safer, more equitable community for all.

POSITION SUMMARY:

Are you passionate about creating safe, welcoming spaces where survivors of domestic violence and sexual assault can begin to heal? We are seeking a compassionate and detail-oriented Hospitality and Housekeeping Specialist to support the well-being of guests in our emergency shelter and enrolled in our Mobile Advocacy services. This role is grounded in trauma-informed care and a voluntary services approach, with a focus on dignity, respect, and client autonomy. The ideal candidate is someone who approaches housekeeping as a form of hospitality—offering care, comfort, and a sense of belonging to individuals and families in crisis. If you are committed to fostering healing environments and working collaboratively as part of a mission-driven team, we'd love to hear from you.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- **Maintain Clean and Welcoming Environments**
Ensure all shared and private areas of the shelter and facility are consistently clean, sanitized, and comfortable, creating a healing space where survivors feel respected and safe.
- **Prepare Rooms for New Arrivals**
Ensure bedrooms and personal spaces are clean, stocked, and thoughtfully arranged for incoming guests, communicating warmth and welcome from the moment of arrival.
- **Facilitate Trauma-Informed Room Turnover** Coordinate the preparation of onsite living units when clients move out and new guests arrive, ensuring spaces are clean, functional, and thoughtfully arranged. Approach each transition with care and urgency, recognizing the importance of minimizing delays in access to safety and stability. Treat the process as part of welcoming survivors into a space of dignity, respect, and healing.

- **Approach All Tasks with a Hospitality Mindset**
Provide services with kindness and attentiveness, focusing on dignity and care, rather than control or enforcement. Treat all clients as guests within the shelter space.
- **Support Client Autonomy and Choice**
Offer cleaning supplies and support for clients who wish to maintain their own spaces, respecting diverse preferences, cultural norms, and levels of comfort.
- **Ensure Consistent Sanitation and Infection Control**
Follow safety and cleanliness protocols with attention to trauma-informed practices, minimizing disruption and always explaining processes when appropriate.
- **Collaborate with Shelter Staff**
Work closely with advocates and program staff to ensure the environment supports emotional, physical, and psychological safety. Participate in daily communication to remain aligned with client needs and shelter priorities.
- **Observe and Communicate Needs Respectfully**
Notice environmental or maintenance issues and report them promptly. Share concerns with staff in a nonjudgmental, respectful manner, recognizing that cleanliness struggles may be tied to trauma or crisis.
- **Model and Encourage Respectful Community Living**
Help create an atmosphere of mutual respect among guests. When appropriate, provide support for shared space expectations in a way that avoids shame or blame.
- **Uphold Confidentiality and Boundaries**
Respect client privacy and confidentiality at all times. Avoid unnecessary questions or assumptions and always knock before entering personal spaces.
- **Maintain Supply Organization and Inventory**
Keep cleaning and hospitality supplies stocked and organized. Notify appropriate staff when items need restocking to ensure continuity of care and comfort for all guests.
- **Participate in Ongoing Training and Team Development**
Engage in regular training on trauma-informed care, voluntary services, and culturally responsive practices to enhance service delivery and client interactions.
- **Foster a Culture of Belonging and Non-Judgment**
Recognize that everyone's healing journey is different. Offer your presence, skills, and service with humility, compassion, and a commitment to equity.

QUALIFICATIONS

The ideal candidate for this role brings a strong hospitality mindset, attention to detail, and a commitment to creating safe, welcoming environments for survivors and their families. While prior shelter or advocacy experience is helpful, it is not required. We value compassion, reliability, and a willingness to learn.

Required Skills and Abilities

- Ability to maintain clean, sanitary, and welcoming shared and private living spaces with consistency and care
- Strong attention to detail when preparing rooms for new arrivals and completing room turnovers
- Basic understanding of sanitation, infection control, and safe use of cleaning supplies
- Ability to organize, maintain, and track housekeeping and hospitality supplies
- Clear, respectful communication skills and the ability to collaborate with advocates and program staff
- Ability to work independently, manage time effectively, and adapt to changing priorities
- Commitment to confidentiality, privacy, and professional boundaries, including respecting personal spaces

Trauma-Informed and Client-Centered Attributes

- Understanding that trauma and crisis may affect how individuals relate to cleanliness, space, and routines
- Ability to approach tasks and interactions with patience, empathy, and nonjudgment
- Respect for client autonomy, choice, and diverse cultural norms
- Comfort offering support without enforcement, shame, or blame

Personal Qualities and Approach

- A hospitality-centered mindset that views housekeeping as an act of care, dignity, and welcome
- Compassionate, grounded presence in emotionally sensitive environments
- Reliability, accountability, and follow-through
- Flexibility and resilience in a fast-paced, evolving setting
- Willingness to participate in ongoing training related to trauma-informed care, voluntary services, and culturally responsive practices

Preferred (But Not Required)

- Experience in housekeeping, hospitality, healthcare, shelter work, or caregiving roles
- Experience working with individuals or families experiencing crisis or instability
- Multilingual skills or familiarity with diverse communities

WORK ENVIRONMENT & SCHEDULE

Albion Fellows Bacon Center operates 24/7. While this position typically works a Monday-Friday day shift schedule, occasional evenings, weekends or holiday hours may be scheduled to meet client and operational needs.

BENEFITS may include:

- Health insurance
- Dental insurance

- Vision insurance
- Life insurance
- Retirement plan
- Paid time off
- Employee assistance program

WHY JOIN ALBION FELLOWS BACON CENTER?

Join a mission-driven team committed to safety, healing, and justice for survivors of domestic violence, sexual assault, stalking, and human trafficking. Albion Fellows Bacon Center integrates Housing First, Voluntary Services, and Trauma-Informed Care models to provide a comprehensive, survivor-centered response that honors survivor choice and promotes long-term healing.

Albion Fellows Bacon Center is an Equal Opportunity Employer.

APPLICATION QUESTIONS

1. This role approaches housekeeping as a form of hospitality and care. How do you create a sense of welcome and respect through cleaning or housekeeping work, especially for people who may be under stress or in crisis?
2. Survivors may have different comfort levels around cleanliness, privacy, and personal space. How would you approach a situation where a guest's space does not meet typical cleanliness expectations, while still respecting their dignity and autonomy?
3. This position requires strong respect for privacy and boundaries. How do you ensure confidentiality and appropriate boundaries when working in or around others' personal spaces?
4. Shelter environments can change quickly based on client needs. Can you share an example of a time you had to adjust priorities or work collaboratively with others to meet an urgent or unexpected need?
5. What draws you to this role and to working in an environment that supports survivors of domestic violence and sexual assault through trauma-informed and voluntary services?

Interested candidates, please send a cover letter, resume and answers to the above questions to LeslieJ@albioncenter.org for consideration.

No phone calls, please.