



Hub Support Worker: A Realistic Preview

WHAT IS THE GOAL OF THE HUB?

To offer low-barrier access to safety, basic needs, and connection for people in our community. We aim to reduce immediate harm while helping people move toward stability, wellness, and belonging.

WHAT DO WE NEED IN THIS ROLE?

We are looking for people who are welcoming, warm and respectful to our community. The ability to remain calm in stressful situations without compromising service is essential!

WHAT IS THE TEAM CULTURE LIKE?

- Energetic
- Hospitable
- Welcoming
- Hopeful
- Hardworking
- Loyal
- Creative
- Unique
- Compassionate

OBJECTIVE

The goal of this document is to give you a more nuanced overview of the benefits, challenges, and culture of the program.

WHAT IS GREAT ABOUT THIS ROLE?

- Directly helping people in our community
- Building and developing valuable relationships with coworkers and guests
- It's a fast-paced environment that keeps you on your feet!
- Working collaboratively with partners
- Challenging the status quo
- Advocating for our marginalized community members
- Providing support for those who need it most

WHAT IS DIFFICULT ABOUT THIS WORK?

- When someone dies
- Feeling as though you can not do enough to help our guests
- Witnessing the effects of chronic stress
- Maintaining professional boundaries with people you care about
- Bathroom checks!
- Pacing yourself
- Being assertive and confident when having to reinforce expectations, especially when someone is struggling

WHAT ACTIVITIES MIGHT BE PART OF A TYPICAL SHIFT?

- Greeting guests, making them feel welcome
- Making coffee for our guests, providing snacks
- Doing bathroom checks regularly (knocking on the bathroom door to ensure that the guest is responsive)
- Not being able to provide items or services that are being requested
- Signing in guests to access shelter, having to turn people away when we're full.
- Using the computer for reporting and shift logs.
- Practicing active listening to the needs of our guests- often people just need to feel heard!
- Sweeping, mopping, laundry, regular cleaning duties
- Reminding guests of the expectations and having to enforce rules
- De-Escalating arguments and potentially violent situations
- Ensuring safety to all guests, including property walks and ensuring the fire exits are clear
- Picking up garbage

WHAT IS SOMETHING THAT SURPRISED YOU ABOUT THIS WORK?

- This job requires meeting numerous needs at once
- How much you have to say no to our guests in order to maintain boundaries and safety
- The many interesting people you meet
- How much you learn and grow while working with the team at One City
- How friendly and appreciative our guests can be!
- How satisfying it is helping those directly in your community
- That it's okay to make mistakes and that accountability goes a long way.
- How much fun this work can be.

WHAT WOULD YOU WANT A NEW STAFF TO KNOW?

- "Every day is different."
- "Make sure you have a self care plan in place. And TAKE BREAKS!"
- "The ideal support staff needs to be a people person, great at chatting with everyone in the community. They should keep the team in the loop and be super friendly and outgoing, always open to chatting with other staff if something's on their mind."
- "Don't take things personally."
- "It's okay to make mistakes- we can't always be perfect!"
- "Remember that this is our job—but to our guests this is home. Keep this in mind when giving out restrictions."