



Job Posting

TITLE	Shelter Coordinator
REPORTS TO	Manager of Shelter Programs
JOB SUMMARY	Supervise residents staying in the shelter, enforce shelter policy and procedures, maintain records, and ensure resident safety and the on-going positive conditions of the shelter facility. The work will involve some physical activity including climbing stairs, being able to lift up to 25 pounds and stand for extended periods of time.
CLASSIFICATION	Non-exempt; part-time 8 hours/week: Thursday & Friday 5pm to 9pm

DUTIES/RESPONSIBILITIES

- Responsible for monitoring daily activities of shelter and providing support to residents staying in the shelter, including enforcing shelter policies and procedures, and maintaining records and daily logs.
- Ensure safety and well-being of residents, resolve client conflicts and ensure client adherence to policies and procedures
- Attend to all necessary operation tasks, such as completing house laundry, ensuring residents complete chores, supporting set-up and clean-up of meals, and facilitating residents' program entry and exits.
- Provide referrals to community service providers, such as the Department of Human Services, housing programs, employment assistance, mental health and educational institutions
- Offer support and assistance with homeless specific issues to aid in client's self-sufficiency
- Assist with new incoming clients, including giving tours of the shelter, explaining procedures and distributing personal items
- Enter client data in computer database: Homeless Management Information System (HMIS)
- Assist clients with self-sufficiency processes, such as resume writing and job/housing searches
- Complete shelter communication log throughout shift
- Consult with the Manager of Shelter Programs in the event of crisis situations and emergencies

KNOWLEDGE, SKILLS AND ABILITIES

- High School degree or equivalent required
- One year experience in social work or related field required
- Residential experience, particularly in a shelter setting, preferred
- Excellent communication and organizational skills
- Effective problem solving skills
- Knowledge of strength-based perspective
- Ability to exercise initiative, judgment, flexibility and work independently
- Ability to maintain a safe, clean and positive environment
- Ability to maintain confidentiality and security of sensitive information
- Relate well to clients, volunteers, professional service provider staff, other staff and general public
- Relate well to people with varied experiences and backgrounds
- Experience and/or knowledge in conflict resolution
- Ability to establish appropriate professional boundaries
- Physical activity includes climbing stairs, lifting up to 25 pounds and standing for extended periods of time
- Basic computer skills

Email resume and cover letter to: jobs@theactioncenterco.org
Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

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