



Job Description

TITLE Substitute Shelter Coordinator

REPORTS TO Manager of Shelter Programs

JOB SUMMARY This position is not routinely assigned a shift, but provides coverage when regularly assigned staff are unable to work. Coverage is most often needed on holidays and occasional weekends.

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

HOURS PART TIME – hours will vary; substitute primarily on holidays and weekends; some weekday coverage
Shelter Hours: Mon -Thurs 5pm to 7am
Fri - 5pm-8am
Sun – all day (24 hrs)

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
- Other duties as assigned

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
- Basic computer skills

SUPERVISORY AND MANAGERIAL AUTHORITY

N/A

PERSONAL CONTACTS AND PURPOSE

Responsible for client supervision, daily tasks and safety during shift, and may interact with other staff, and shelter volunteers as well.

PHYSICAL DEMANDS

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.

WORK ENVIRONMENT

Work will be in a shelter environment.