Shelter Support

DESCRIPTION:

The Shelter Support provides guidance and support to residents by providing consistency with rules and guidelines of the program and monitoring client behavior to ensure that a pleasant, safe, fair and effective environment is maintained.

QUALIFICATIONS:

- 1. Basic computer skills.
- 2. Ability to handle emotions under pressure.
- 3. Knowledge and understanding of homelessness and related issues.
- 4. Ability to work in a multicultural environment.
- 5. Good problem solving and decision reaching skills.
- 6. Acceptable written and oral communication skills.
- 7. Ability to work in a team atmosphere, be flexible, exhibit professional demeanor and maintain a positive attitude.

MAJOR RESPONSIBILITIES:

- 1. Maintain site in a pleasant, safe, fair and effective manner.
- 2. Maintain tolerance levels consistent with guidelines.
- 3. Maintain consistency for all residents.
- 4. Maintain client confidentiality and professional boundaries.
- 5. Provide intervention to ensure understanding, support and encouragement for residents.
- 6. Maintain client documentation.
- 7. Collaborate with other staff to meet program and service goals.
- 8. Participate in all staff meetings as requested.
- 9. Adhere to all Shalom Center guidelines, policies and procedures.
- 10. Maintain open communication with the case manager with client specific information that would be pertinent or could affect their case plan.

DUTIES:

- 1. Provide intervention supporting effective daily living skills.
- 2. Be understanding, supportive and encouraging of shelter residents.
- 3. Maintain consistency with and enforce shelter guidelines.
- 4. Maintain a detailed log of each shift and provide additional documentation as needed.
- 5. Oversee shelter client chores and ensure that the shelter is kept neat and clean.
- 6. Answer all shelter calls and complete Pre-screen form on all shelter calls. Update waiting list or refer for other services as needed.
- 7. Check and maintain all supplies.
- 8. Maintain statistical documentation as required.
- 9. Monitor shelter entry doors and access to shelter.
- 10. Answer shelter phone line and business line when necessary.
- 11. Perform daily shift duties and complete check list.

ACCOUNTABILITY:

Shelter Support is directly accountable to the Shelter Director. Shelter staff meetings are mandatory as scheduled.

STATUS:

Non-Exempt, Hourly, Full-time (32-40 hours per week), Part-time (16-24 hours per week). Some weekend and holiday availability required.