

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.