



# Shelter Support Staff Job Description

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

## Job Overview

Under the direction of the Shelter Manager, monitor and direct shelter guests, assist with meal set-up and take down, assist with preparing clients for sleep/wake-up/exit, general housekeeping, and ensuring the safety and well-being of shelter guests. Must be able to work swing shift (4 pm to midnight) and/or graveyard shift (midnight to 8 am). Community Homeless Solutions is a regional provider of comprehensive services to the homeless in Monterey and San Benito County, California and is an “At-Will” and Equal Opportunity Employer.

Job Title: Shelter Support Staff  
 This position reports to: Shelter Program Manager  
 Employment Classification: Non-exempt  
 Work Hours: Part-Time, 16-24 hours per week, Sunday-Monday, flexible scheduling with nights and weekends

## Duties & Responsibilities

<ul style="list-style-type: none"> <li>• Implement and enforce shelter guidelines/policies/procedures for all guests.</li> <li>• Ensure guests comply with program guidelines, policies, and procedures.</li> <li>• Review policies and procedures with guests at time of entrance.</li> <li>• Assess guest needs, offer assistance, and help resolve issues that may arise.</li> <li>• Stay at assigned posts to monitor guests.</li> <li>• Use reflective listening and effective communication skills to interact with guests.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform regularly scheduled room checks.</li> <li>• Maintain necessary supplies; do regular inventory and order supplies as needed.</li> <li>• Maintain order and assist in keeping all assigned areas clean and free of spills, trash and safety hazards.</li> <li>• Ensure donations are properly stored.</li> <li>• Attend all staff meetings and participate in activities designated by the Shelter Manager.</li> <li>• Other duties as assigned by Shelter Program Coordinator or Shelter Program Manager.</li> </ul>
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## Qualifications

<ul style="list-style-type: none"> <li>• 1 year experience working in Human Services field serving the homeless or at-risk populations, and/or experience in customer service.</li> <li>• Bilingual/Bicultural (Spanish) preferred</li> <li>• Demonstrated dedication to work effectively with homeless, underserved, at-risk, or vulnerable populations</li> <li>• Knowledge of services available in San Benito County</li> <li>• Team player with leadership skills, abilities and desire to interact with people at all levels.</li> </ul>	<ul style="list-style-type: none"> <li>• Organized, attention to detail, results oriented</li> <li>• Ability to calmly respond to crises/emergency situations.</li> <li>• Good communication skills.</li> <li>• Ability to pass criminal background check Able to meet Community Homeless Solutions Working Conditions (see reverse)</li> <li>• Must possess a valid California driver’s license.</li> <li>• Must be prompt and dependable.</li> </ul>
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**WORKING CONDITIONS:** Working conditions described here are representative of those that must be met by a CHS employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

## **ENVIRONMENT:**

Approx. 100% of the time performing job duties is spent indoors, within a standard office environment. Approximately 60% of the time is spent on the computer. Employee works near office equipment and may occasionally be exposed to the risk of electric shock. Noise level in the work environment is usually moderate. The temperature of the work environment is moderate and ranges from 65 ~ 80 degrees.

## **PHYSICAL DEMANDS:**

**Seldom (1~5%):** smell, drive, and reach above shoulders

**Occasionally (6-33%):** bend, twist, push, pull, climb, squat, crawl, kneel, and drive

**Frequently (34-66%):** sit, reach with hands and arms; climb or balance; stand and walk; grasp with hands and fingers; and lift up to 40 lbs

**Continuously (67-100%):** use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone); and lift (up to 10 lbs).

## **MACHINES, TOOL AND EQUIPMENT:**

**Seldom (1~5%):** automobile

**Occasionally (6-33%):** copier, fax, and 10-key calculator

**Frequently (34-66%):** computer

**Continuously (67-100%):** writing instruments and telephone

## **TRAVEL:**

This job requires minimal routine travel within close proximity to the regular assigned work location. Valid driver's license, proof of insurance, clean driving record, and ability to be insured by the agency's insurance carrier. Reliable transportation required.