

### **OVERVIEW**

***The mission of Community Homeless Solutions is “Helping people transition to a better tomorrow.”***

Community Homeless Solutions is a regional provider of comprehensive services to the homeless in Monterey and San Benito County, California

Under the direction of the Shelter Program Coordinator, the Program Specialist will ensure the safety and well-being of shelter guests by providing direct supervision of the shelters and parking lot area. Community Homeless Solutions is an “At-Will” and Equal Opportunity Employer.

Job Title:	Shelter Program Specialist
This position reports to:	Shelter Program Coordinator
Employment Classification:	Non-exempt
Work Hours:	Part-Time, 24-28 hours per week, Sunday-Monday, flexible scheduling with nights and weekends

### **ESSENTIAL FUNCTIONS**

- Implement and enforce shelter guidelines/ policies/procedures for all guests
- Ensure guests comply with program guidelines, policies, and procedures
- Review policies and procedures with guests at time of entrance
- Assess guest needs, offer assistance, and help resolve issues that may arise
- Use reflective listening and effective communication skills to interact with guests
- Conduct perimeter checks inside and outside of the shelter and parking lot every 30 minutes
- Document perimeter checks on daily checklist
- Re-direct guests in a professional manner and engage positively using trauma informed techniques
- Adhere to verbal and non-verbal de-escalation strategies to address behavior issues
- Report all incidents to the Shelter Program Coordinator and Manager, and to agency executive staff and City of Salinas staff depending on nature of incident.
- Perform regularly scheduled room checks
- Maintain necessary supplies; do regular inventory and order supplies as needed
- Maintain order and assist in keeping all assigned areas clean and free of spills, trash, and safety hazards
- Ensure donations are properly stored
- Attend all staff meetings and participate in activities designated by the Shelter Manager
- Other duties as assigned
- Must be able to workday shift (8 am to 4 pm), swing shift (4 pm to midnight) and/or graveyard shift (midnight to 8 am) as business necessitates



## **EXPERIENCE, QUALIFICATIONS & COMPETENCIES:**

- 1 year experience working in Human Services field serving the homeless or at-risk populations, and/or experience in customer service
- Bilingual/Bicultural (Spanish) preferred
- Demonstrated dedication to work effectively with homeless, underserved, at-risk, or vulnerable populations
- Knowledge of services available in Monterey County
- Team player with leadership skills, abilities, and desire to interact with people at all levels.
- Organized, attention to detail, results oriented
- Ability to calmly respond to crises/emergency situations.
- Good communication skills.
- Ability to pass criminal background check
- Able to meet Community Homeless Solutions Working Conditions (see reverse)
- Must possess a valid California driver's license.
- Must be prompt and dependable.
- Must possess a California Security Guard Card

## **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; grasp with hands and fingers; and lift up to 40 lbs.
- Continuously (67-100%): stand and walk; 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 may require minimal 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.