



## **Job Description**

**POSITION:** Shelter Aide

**PROGRAM:** Housing and Homeless Services

**REPORTS TO:** Shelter Manager

**FLSA Status:** Non-Exempt

**EMPLOYMENT TYPE** Temporary, Part Time, On-Call

**WAGE:** \$18.00 per hour

---

### **Summary:**

The Shelter Aide is responsible for overseeing, facilitating, and coordinating the activities of clients and volunteers during the hours of the agency's various Homeless Shelter operations. The shelter staff provides a safe, nurturing environment for shelter clients and is responsible for the overall safety of everyone in the shelter.

### **Duties:**

- Facilitate the operation of and supervise the activities in a shelter setting for homeless adults, both male and female
- Welcome volunteers, greet shelter guests, and assist all with the daily sign-in procedures
- Greet each client and make sure all intake paperwork is, or has been previously, completed

- Ensure all required postings are in place for every shift
- Frequently check and implement needed housekeeping of common areas (restrooms, showers, kitchen, etc.), include laundering shower towels and sleeping bags as assigned
- Assign volunteers or Shelter residents tasks for necessary cleaning
- Distribute and account for shelter supplies, meals, and agency items
- Attend and participate in staff meetings and training as required
- Communicate with the Shelter Manager about activities and needs of the shelter and participants
- Other duties as assigned

**Knowledge, Skills, & Abilities:**

- Sensitivity to issues of homelessness, substance abuse and mental/physical handicaps
- Effective communication skills; able to speak clearly; ability to efficiently document shelter activities, incidents and reports as requested by Shelter Manager
- Experience in crisis intervention; ability to remain calm in a crisis
- Cooperative, friendly, and helpful attitude with Shelter residents, co-workers and volunteers
- Computer literate

- Ability to thrive in a flexible, fast-paced environment, while maintaining a sense of humor and a positive, solution-oriented approach
- Willingness and ability to enforce behavioral guidelines and motivate resident participation in the functioning of the Shelter
- Ability to both take direction and to work autonomously when necessary
- Provide supportive presence in milieu environment during shelter hours
- Provide crisis intervention, and crisis assessment as necessary
- Maintain accurate and up-to-date client files and records as requested
- Responsible for the maintenance and protection of a safe and healthy program environment
- All staff must be awake, alert and available during their scheduled shift

**Minimum Requirements:**

- Experience with social services, preference given to those with shelter experience
- Must pass a DOJ criminal background check prior to start date
- Possess characteristics that align with West County Community Services Values – Integrity, Compassion, and Respect for Others.
- Demonstrated experience in working with the homeless population

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions of this position.

**Move, traverse** – regularly moves about the Center and beyond to communicate and interact with clients and staff; will regularly stoop, reach, bend, use hands and fingers to grasp and move objects

**Communicate, exchange Information** – must successfully partner with WCCS management and staff via phone, text, and/or email

**Detect, identify** – frequently reviews and researches program related topics via websites, blogs, and social media

**Strength** – will move and/or rearrange items, up to 25 pounds

**Stationary position** – must be able to remain in a stationary position up to 20% of the time

**Operate, draft/write, compile** – consistently uses a computer and cell phone to communicate and enter data

West County Community Services is an equal opportunity employer. Our agency values Diversity and consider all applicants for all positions without regard to color, ethnic background, religion, sex, gender, gender identity, sexual orientation, national origin, age, disability, HIV/AIDS status, veteran status, or any other legally protected