



**Job Title:** Shelter Aide  
**Program:** Housing and Homeless Services  
**Reports To:** Shelter Manager  
**FLSA Status:** Non-Exempt  
**Classification:** Part Time, All Shifts, On-Call  
**Wage:** \$18.00 per hour

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**Summary:** The Shelter Aide is responsible for overseeing, facilitating, and coordinating the activities of clients and volunteers at the agency's Homeless Shelter. The Aide will also be responsible for laundry duty. The Shelter Aide provides a safe, nurturing environment for shelter clients and is responsible for the smooth operation of shelter functions. Must be able to work swing shifts.

**Essential Functions:**

- Facilitate the operation of and supervise the activities in a shelter for homeless adults, both male and female
- Greet shelter guests and volunteers, assist with the sign-in process
- Ensure client intake paperwork is, or has been, completed
- Provide crisis intervention and assessment if necessary
- Efficiently document and report shelter activities and incidents to the Shelter Manager

**Duties and Responsibilities:**

- Assign cleaning tasks to volunteers and/or Shelter residents
- Consistently provide a supportive presence

- Ensure all required postings are in place for every shift
- Account for and distribute shelter supplies, meals, and other agency items
- Attend and participate in staff meetings and trainings as required
- Regularly complete housekeeping duties in the common areas (restrooms, showers, kitchen, etc.); launder shower towels and sleeping bags as assigned
- Other duties as required

**Knowledge, Skills, & Abilities:**

- Sensitivity to issues of homelessness, substance abuse and mental/physical handicaps
- Effective communication skills
- Experience in crisis intervention desired
- Cooperative, friendly, and helpful attitude
- Computer literate
- Ability to be flexible and maintain an upbeat attitude in a challenging environment
- Willingness and ability to appropriately and effectively enforce behavioral guidelines
- Ability to both take direction and to work autonomously

**Minimum Requirements:**

- Experience with social services, preference given to those with shelter experience
- Pass a DOJ criminal background check
- Possess characteristics that align with West County Community Services Values – Integrity, Compassion, and Respect for Others
- Reliable transportation

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities and duties. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**Americans with Disabilities Act**

WCCS has pledged to ensure that employees and applicants have equal access to job opportunities, will not be discriminated against based on having an actual or perceived disability, and will have the same opportunity for employment,

promotions, and transfers as those individuals who do not have disabilities. WCCS complies with requests for accommodations under the Americans with Disability Act, including the Amendments Act.

### **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 site and beyond to communicate and interact with clients and staff

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

Strength, push/pull – regularly moves and/or rearranges Shelter site items, up to 25 pounds

Stationary position – may remain in a stationary position up to 25% of the time

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