

**Community Shelter of Union County
Job Description**

Job Title:	Shelter Coordinator
Department:	Operations
Shift(s):	<ul style="list-style-type: none"> • 1st (8am-4pm) • 2nd (4pm-midnight) • 3rd (midnight-8am) <p>However, must be flexible at times to work nontraditional hours as job requirements dictate to facilitate volunteer and special event activities and building shut down.</p> <ul style="list-style-type: none"> • Monthly All Staff Meeting: 3rd Wednesday of the month, 9:15-11:30am-required for all full-time staff • Monthly Shelter Coordinators Meeting: Last Saturday of the month January-October, 3-4pm-required for all Shelter Coordinators
Immediate Supervisor:	Onsite Operations Director

The Community Shelter of Union County participates in a Housing First philosophy. Housing First is a homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness, thus ending their homelessness, and serving as a platform from which they can pursue personal goals and improve their quality of life. This approach is guided by the belief that people need necessities like food and a place to live before attending to anything less, such as getting a job, budgeting properly, or attending to substance use issues. Additionally, Housing First is based on the theory that client choice is valuable in housing selection and supportive service participation, and that exercising that choice is likely to make a client more successful in remaining housed and improving their life.

General Job Description:

Responsible for shelter services to include the safety and supervision of shelter participants, shelter property, meals served during your shift, and assigned volunteers. Must handle requests for participant services by appropriately processing paperwork for potential participants (pre-screen forms) and emergency shelter overnight participants.

Requirements:

1. Trustworthy, honest, and team player.
2. Ability to supervise shelter participants with dignity and respect at all times. Must engage participants in positive interactions and troubleshoot problems as they surface.
3. Ability to handle communications with public, donors and volunteers via phone or in person.
4. Literate with the ability to operate basic computer functions.
5. Able to maintain confidentiality.

6. Able to supervise sanitary conditions at all times in both dormitory areas, general areas, and food service areas.
7. Willingness to work flexible hours as needed, and handle emergencies which may occur daily, nightly, or overnight.
8. High School diploma or GED or commitment to obtaining GED while employed.

Essential Job Functions:

Function 1. Supervise shelter participants and shelter property during your shift.

- The Shelter Coordinator is responsible for overseeing the activities of the shelter participants staying in emergency shelter. Coordinators should maintain a positive shelter environment, encouraging positive interactions that support the success of the participant. Coordinators should look for opportunities to provide positive recreational activities for participants, particularly during evening and weekend shifts such as television, movies, games, conversations, reading, computer skill work, and even occasional off campus trips with the approval of the Client Services Director or Onsite Operations Director. Coordinators will use professional and courteous language with participants at all times, including interactions that involve correcting participants for issues such as chores, personal space tidiness, personal hygiene, and poor attitude. Coordinators should limit time in their office, unless they are writing an incident report, checking their work email account, or assisting a participant with a specific issue. Computer use by Shelter Coordinators* should be limited to work responsibilities while on duty.
- Answer phone and take messages for other staff members as appropriate.
- Provide clear and accurate information to the general public.
- Complete pre-screening forms for potential participants.
- Oversee volunteer activities when on your shift.
- Walk the grounds and inside shelter property frequently during shifts.
- Oversee assigned client chores. Coordinators must check behind clients and communicate any cleaning needs to the Shelter Custodian.
- Document client interactions via Informatives that need Case Management attention, both good and bad.
- Shelter Coordinators have the authority to immediately expel a client, meal client or safe shelter guest for the specific behaviors listed in the Suspension Information or if they feel their safety or the safety of other clients are in jeopardy. Clients should either be given a suspension letter and an appeal form. A copy of the suspension letter should be made for the client's file and stapled to the information regarding the incident. If the client refuses to leave, the City of Monroe Police Department may be contacted immediately to escort them off of the property.

Function 2. Oversee dining room during assigned times on your shift.

- Maintain order in the dining room by coordinating service time logistics with the Food Services Coordinator.
- Keep accurate meal logs including demographic information on new meal clients.
- Oversee assigned dining room client chores. It is the Coordinator on duty's responsibility to ensure chores are done timely and thoroughly. If necessary, coordinators should complete the chore before the dining room is locked up.
- Perform Admin building close down walkthrough with Food Services Coordinator.

All employees are expected to maintain a high level of professionalism in performing assigned duties and responsibilities.

- Supports the Agency "helping" philosophy and ensures that all work rules, policies and procedures are adhered to.
- Employees will not withhold services of food and sleep to any client as a form of punishment.
- Employees will not withhold privileges for the group such as television time, movie time, or snack due to the actions of a single client or group of clients.
- Exhibits willingness to perform whatever duties are necessary in the development and maintenance of the agency, even if not specifically stated in the job description. This includes filling in at front desk if no other option available.
- Develops effective working relationships with staff and relates to staff, volunteers, clients and others in a friendly professional manner and provides excellent internal and external customer service.
- Establishes and adjusts daily schedule to maintain efficient workflow.
- Wears staff identification at all times.
- Keeps safety first.
- Maintains a clean driving record if they drive agency vehicle. Report any work driving infractions immediately. Any personal driving infractions should be reported to your immediate supervisor within 72 hours of receipt.
- Employees should not take "donated" items for personal use without the specific permission of your immediate supervisor or the Chief Executive Officer.
- Keeps workspace tidy and tour ready at all times.
- Acknowledge with receipt of Personnel Policies and Procedures handbook and follow such policies including but not limited to agency safety policy, vehicle policy, IT policy, and attendance policy.