

ROWAN HELPING MINISTRIES
JOB DESCRIPTION

SHELTER ATTENDANT

GENERAL DESCRIPTION:

The Shelter Attendant is a collaborative supporter and a member of the Shelter Attendant Team with the objective to support the mission of Rowan Helping Ministries and the guests served by assisting the guests with all of their needs while establishing and maintaining an environment for guests that is consistent with agency values. General duties include completing intakes, answering the telephone, distributing guest mail, monitoring client activities, maintaining safety and security through completing safety searches and monitoring the camera system, and light housekeeping. The schedule for this position is shift-based. However, the hours should be flexible to meet the needs of the position and/or the Shelter program. This position reports to the Shelter Operations Manager.

DUTIES/RESPONSIBILITIES:

- Provide consistent coverage for assigned shifts, working within the team and independently to complete all shift tasks.
- Monitor and supervise shelter and guests – assist guests of the shelter with needs and questions and maintain shelter order in accordance with Rowan Helping Ministries' Standard Practices.
- Receive new guests, complete intake paperwork, and orient new guests to Rowan Helping Ministries' rules and expectations.
- Administer breathalyzer and security/safety searches every time a guest enters the Shelter facility.
- Perform scheduled safety checks for transitional and permanent supportive housing.
- Enforce Expectations for Shelter Guests and follow staff Standard Practices.
- Perform general administrative functions such as noting in the documentation log, answering the phone and responding to in-person inquires in a professional manner. Provide appropriate information and referrals for those who need other resources.
- Help clients resolve any issues as they may arise.
- Help volunteers with questions or issues when necessary.
- Wash/Fold linens, towels, and guests' clothes.
- Provide crisis intervention as needed, including determining when it is necessary to involve other staff, administration or Rowan County Emergency Services.
- Maintain written and oral communication of incidents in accordance with standard practices.
- Report any problems to the Shelter Operations Manager.
- Attend staff meetings and participate in activities designated by the Shelter Operations Manager, Director of Client Services, and/or Executive Director.
- Establish and maintain effective working relationship with volunteers, guests, staff, community organizations and the general public.
- Perform other duties as assigned by the Shelter Operations Manager, Director of Client Services and/or Executive Director.

QUALIFICATIONS, EXPERIENCE AND ABILITIES:

- Believe in the core values of Rowan Helping Ministries and be driven by the mission of the organization.
- High School Diploma or GED required.
- Two years' experience working in Human Services. Preference given to someone who has worked with one or more of the following: individuals experiencing homelessness, mental health related issues, substance abuse, and those living with poverty.
- Ability to establish and maintain professional boundaries with clients.
- Ability and willingness to perform light housekeeping and occasional lifting up to 25 pounds independently.
- Knowledge of community resources in Rowan County and surrounding areas.
- Ability to work independently or in a team.
- Demonstrate a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and guest oriented by being willing to assist where/when needed.
- Ability to negotiate different personalities and work under competing priorities.
- Ability to assess emergency situations and respond effectively.
- Excellent written and verbal skills in the English language. Bilingual English-Spanish preferred.
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications as well. Must have the ability to obtain a HMIS license.
- Must be prompt and dependable.

I have read, understand and accept all requirements and responsibilities contained in this job description.

Signature: _____

Date: _____

