

ROWAN HELPING MINISTRIES

JOB DESCRIPTION

Shelter Services Associate

GENERAL RESPONSIBILITIES

The Shelter Services Associate is a collaborative supporter and a member of the Shelter Team to support the mission of Rowan Helping Ministries and the guests served by assisting the guests with all 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, 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.

SPECIFIC RESPONSIBILITIES

- Be thoroughly knowledgeable of Rowan Helping Ministries policies and procedures, including Robertson-Stanback Center (Shelter), Jeannie's Kitchen, Transitional Housing, and Crisis Assistance Network (CAN).
- Welcome shelter guests, volunteers, and visitors to Rowan Helping Ministries.
- Administer Breathalyzer to shelter guests and ensure secure entrance into the facility.
- Assist the Director of Shelter Services and Shelter Case Managers as needed to improve services to shelter guests such as: scheduling appointments and overseeing transportation services.
- Answer the phone and appropriately route calls.
- Do daily reports of guests' violations and submit them to the Case Management team.
- Maintain strict confidentiality while managing client information.
- Ensure accurate and timely gathering, entry, and reporting of guest and volunteer information.
- Provide accurate information on all areas of Rowan Helping Ministries through various communications.
- Maintaining effective working relationships with volunteers and other Rowan Helping Ministries staff.
- Delegate appropriate tasks to volunteers assigned to the front desk.
- Wash/fold linens, towels, and guests' clothes, when needed.
- Must attend, and be on time, for all meetings scheduled by the Shelter Operations Manager, Director of Shelter Services, and/or the Executive Director.
- Perform other duties as assigned by the Shelter Operations Manager or the Director of Shelter Services.
- 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.
- Enforce "Expectations for Shelter Guests" and follow staff standard practices.
- Demonstrate a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and guest oriented.
- Ability to facilitate different personalities and work under competing priorities.
- Ability to assess emergencies and respond effectively.

- Demonstrate proficiency in using Microsoft Outlook, Word, Excel, and other applications.
- Must be prompt and dependable.

GENERAL REQUIREMENTS

Should be able to stoop, lift up to 10 lbs and consistently maneuver within the office area. This position will work primarily indoors and may include repetitive motions and long periods of sitting. However, the person should be mobile to access various environments. Required to stand and walk but also must be able to sit and talk or listen. Must possess the ability to speak and hear English, Spanish is desired, read and write handwritten and typed material.

QUALIFICATIONS, EXPERIENCE, AND ABILITIES:

Must be at least 21 years old and possess a high school diploma or GED.

- Must be compassionate and able to work with diverse people and can establish rapport with clients, volunteers, and staff.
- Must be detail-oriented, organized, and able to write legibly.
- Must be able to demonstrate leadership and interpersonal skills as well as can motivate a wide range of people. Must be a good listener.
- Must be friendly, understanding, empathetic, and possess a non-judgmental attitude.
- Must understand and demonstrate attitudes in keeping with Rowan Helping Ministries' mission and vision.
- Must be able to work well as part of a team.
- Have the ability to analyze problems and identify alternatives.
- Able to work under pressure and meet deadlines.
- Able to adapt to a fast-paced environment.
- Be computer literate. Possess telephone, copier, and fax machine skills.

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

Employee's Signature _____

Date _____