

SENIOR SHELTER SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: This is assistance work involving the responsibility of providing support with the daily routine of the Emergency Family Shelter and for overseeing the activities for the day-to-day operations of the facility. The work differs from that of a Shelter Services worker in the independent judgement required and responsibility for overseeing and scheduling of staff. The work is performed under the direct supervision of a higher-level administrator/supervisor and work guidance (i.e., lead work) may be provided to lower-level Shelter Services Workers. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists higher-level supervisor in the daily routine of the Emergency Family Shelter by overseeing the daily planning and scheduling of staff and activities necessary for the day-to-day operations of the facility;

Meets with shelter residents and provides basic information regarding shelter rules, regulations and services, in accordance with guidelines;

Maintains all shelter related files and records;

Orders supplies necessary for shelter operations, including the meals for shelter residents;

Notifies facilities and maintenance staff of issues requiring attention at shelter and follows up to ensure issues have been resolved;

Stores residents' valuable possessions in a safe, issues receipts and maintains associated records;

Educates residents on how to maintain their possessions safely;

Provides instruction and direct services to shelter residents regarding daily living skills;

Answers telephone and personal inquiries and makes referrals to other agencies, when appropriate;

Provides training to Shelter Services Workers ensuring the completion of work tasks;

Performs clerical functions, as needed;

May transport residents to school and/or necessary appointments (e.g., doctors, dentist, Housing, Employment or Public Assistance units).

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the routines of the Emergency Family Shelter; ability to plan and schedule staff and daily activities for the Emergency Family Shelter; ability to train lower-level staff; ability to maintain files and records; ability to respond appropriately to emergency situations and ensure issues have been resolved; ability to answer routine questions and provide information and assistance; ability to perform clerical duties; ability to prepare reports; ability to understand and carry out oral and written directions; ability to establish and maintain cooperative relationships with Shelter residents.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and one (1) year of full-time clerical or stock-keeping experience.

NOTE: An Associate's degree or equivalent college credits may be deemed fully qualifying.

PROMOTION: One (1) year of permanent status as a Shelter Services Worker.

SPECIAL REQUIREMENT: A valid driver's license appropriate to the kind and size of vehicle to be driven.

R.C.D.P. 01.03.2023

Competitive

09.24.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.