

SHELTER SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: This is entry-level work involving responsibility for providing a variety of basic personal and other support services to residents of the Emergency Family Shelter. The work also includes the performance of basic clerical duties. An incumbent in this position may also be required to transport residents to appointments and/or school. The work is performed under the direction of the Emergency Family Shelter Coordinator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Meets with shelter residents and provides basic information regarding rules, regulations and services, in accordance with established guidelines;
Maintains routine records of facilities used and services provided, including the number of assigned and vacant beds, supplies distributed (e.g., soap, towels, etc.), food services, etc.;
Assigns accommodations and maintains sign-in and sign-out register;
Stores and maintains residents' medications in a secure place, as needed;
Maintains daily census, documents daily activities and performs other census-related activities;
Keeps an inventory of soap, towels and other supplies and may complete requisition forms, as needed;
Contacts housekeeping staff to arrange for the cleaning of recently vacated rooms;
Stores residents' valuable possessions in a safe, issues receipts and maintains associated records, if needed;
Responds to inquiries and makes referrals to other agencies when appropriate;
Attends in-service training;
May assist clients with resident activities, as needed;
May assist with instruction and direct services regarding daily living skills;
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:

Ability to understand and carry out basic oral and written directions; ability to establish cooperative relations with others, including shelter residents; ability to respond appropriately to simple emergencies; ability to perform basic clerical duties; ability to maintain office records.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma; or
2. Six (6) months of clerical or stock-keeping experience.

SPECIAL REQUIREMENT: Possession of a valid driver's license at the time of appointment and throughout the duration of employment in this title. The appointing authority shall have the responsibility for the verification of the driver's license which may be checked throughout the course of employment in this title.