



Family Supportive Housing, Inc.
692 N. King Road, San Jose, CA 95133
Tel: 408-926-8885 Fax: 408-254-2056

FULL-TIME SHELTER WORKER (GRAVEYARD)

PURPOSE OF POSITION: The purpose of the Shelter Worker position is to maintain a safe and supportive living environment for the Shelter residents; assist with the supervision of volunteers and residents. The Shelter Worker also supports Family Supportive Housing staff as needed. The person filling this position must apply a high degree of judgment, make sound decisions and work with minimal supervision.

DISTINGUISHING CHARACTERISTICS: Shelter Worker positions and duties are distinguished by assigned shifts (day, swing and graveyard shifts).

SUPERVISION RECEIVED AND EXERCISED: Receives direct supervision from the Shelter Worker Manager or Programs Director. Assists in the supervision of volunteer and resident assigned chores and tasks.

MINIMUM QUALIFICATIONS: **Education:** High school diploma or GED. **Experience:** A minimum of two years experience in a job with similar responsibilities or any equivalent combination of education, training, and experience which provides the requisite knowledge, abilities and skills for this job.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES: The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required and assigned.

- Enforce Shelter rules, and curfews.
- Notify appropriate staff of new families; update Shelter Resident Binder when families enter and exit the Shelter; document important information in log book.
- Monitor security camera system. Make rounds every hour to ensure families are safe and the facility is secure.
- Log resident move-outs and provide paperwork to appropriate staff.
- Distribute lunches to families in the morning.
- Supervise meals (breakfast//dinner), and afternoon/evening snacks including preparation, distribution and clean-up.
- Keep accurate meal count records.
- Record breakfast served in the appropriate binder.
- Prepare bagged lunches.
- Maintain cleanliness and organization of the kitchen walk-in area.
- Assist meal teams as needed.
- Submit supply and maintenance requests to appropriate staff.
- Receive donations and prepare receipts.
- Ensure office refrigerator is stocked with milk
- Collect room deposits/program fees and maintain corresponding receipt books and binders.

- Distribute resident mail; ensure delivery of resident messages; distribute and receive resident keys.
- Screen incoming calls; transfer and direct calls to appropriate staff; ensure delivery of all messages; provide phone coverage as necessary.
- Supervise chores; complete essential resident chores when they go undone.
- Coordinate monthly service with pest control company; inform residents when pest control will be servicing their room; maintain records of rooms and areas sprayed.
- Prepare chore buckets and wash chore towels as needed.
- Assist in kitchen duties and facility maintenance/housekeeping.
- Conduct evening room checks.

KNOWLEDGE AND SKILLS:

- Must be able to operate computer and learn software programs required by the agency and/or department.
- Operational knowledge of telephone systems and customer services techniques.
- Knowledge of proper telephone etiquette and procedures.
- May require employee to perform bilingual/bi-literate services.

APTITUDES/ABILITIES:

- Work under short timelines.
- Interact respectfully with people under stress.
- Understand oral and written instructions.
- Learn new software and acquire assistance when required.
- Ability to maintain regular attendance and be one time for assigned shift.
- Be courteous; exercise judgment, discretion and maintain confidentiality when dealing with client information; deal effectively with clients from a variety of cultural and economic background.
- Communicate quickly, effectively and professionally in English.
- Establish effective working relationships with those contacted in the course of work.
- Provide excellent customer service to both clients and agency staff.

PHYSICAL ABILITY:

Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and /or pulling of objects and materials of light weight (5-10 pounds) to medium (up to 25 pounds) weight.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks are performed when circumstances change. This job description replaces all previous descriptions for this position.

This position is non-exempt.

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