

WOMANHAVEN

A CENTER FOR FAMILY SOLUTIONS

Department: Emergency Shelter	Location: Emergency Shelter
Job Title: Direct Service Staff	Salary Range: \$13.00 Hour
Reports To: Housing Manager	
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Hours <u>40</u> / week <input type="checkbox"/> Exempt Position <input checked="" type="checkbox"/> Non-exempt Position

Summary: Responsible for ensuring the safety and well-being of those living at the emergency shelter on weekends, evening shifts and fill day shifts on a substitute basis as needed.

ESSENTIAL FUNCTIONS:

- 1) Responsible for the shelter upkeep, cleanliness, submitting equipment repair request and overall shelter facility maintenance.
- 2) Complete Shelter Maintenance daily checklist for weekly report to Director for Shelter Services.
- 3) Assist the Director for Shelter Services in maintaining food in pantry and pantry cleaning, obtaining supplies and cleaning supplies for shelter.
- 4) Daily distribution of hygiene products and clothes when requested by clients.
- 5) Educate and provide nutritional information to clients
- 6) Maintain Shelter records, operation data and client records daily and comply with reports timelines.
- 7) Ensure the safety of the Adult and Child residents at all times.
- 8) Conduct a weekly shelter inspection walk through
- 9) Answers Crisis Center Hotline
- 10) Report any Shelter Rule and Procedure violations to Director of Shelter
- 11) Meets regularly with Case Manager and other team members to assist with Resident clients.
- 12) Provides emergency care to persons in crisis by assisting with information to Emergency Medical Response Teams.
- 13) Responsible for referring clients to services needed and requested by the clients.
- 14) Serve as a Liaison between community resources and resident clients.
- 15) Provide client transportation when needed.
- 16) Address client concerns to resolve issues to the best interest of residents and shelter procedures.
- 17) Participate in client evaluation for participation in transitional living program
- 18) Works closely with Crisis Intervention team to provide support for client services for Legal Advocacy in accordance to Grant objectives.
- 19) Work with Clients to plan short and long term goals weekly and monthly
- 20) Availability to do shift work and work on weekends and been on call.

OTHER RESPONSABILITIES:

- 1) Performed other duties as assigned.

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SUPERVISORY RESPONSABILITIES:	
1) N/A	
INTERNAL/EXTERNAL RELATIONSHIPS:	
1) Ability to build a broad working relationship with staff and clients.	
EDUCATION,KNOWLEDGE,SKILLS, ABILITIES, AND EXPERIENCE REQUIRED/PREFERRED:	
<ul style="list-style-type: none"> 1) High school diploma or GED, some college (R) 2) Bilingual (English and Spanish)(R) 3) General knowledge of domestic violence (P) 4) 2 years experience in a social service setting, preferably handling crisis calls (P) 5) Strong ability to multi-task and make critical decisions without a supervisor present (R) 6) Ability to handle on-site crisis, and adapt to the changing needs of the families we serve (R) 7) Positive attitude and strong empathy skills are necessary.(R) 8) The ability to develop client relations and show excellent hospitality to them.(R) 9) Computer literate; proficient in the use and operation of computers and basic MS applications (Word, Excel, Access, Outlook) (R) 	
LICENSES AND CERTIFICATES:	
<ul style="list-style-type: none"> 1) Must possess a valid California driver’s license/minimum vehicle insurance required by law and maintained throughout the duration of employment. <u>Please note: Current California driver’s license and a driving record acceptable to the Agency's insurance carrier, if required by job duties.</u> 2) Own reliable transportation is required. 3) Candidate must possess a current CPR/First Aide certificate, or have the ability to obtain one within sixty days of becoming employed by the Center for Family Solutions. Candidate must be able to complete a mandatory 40hr Domestic Violence Training offered by the agency within ninety days of becoming employed by the Center for Family Solutions. 	
PHYSICAL REQUIREMENTS:	
<p>Bend, stoop and climb to reach supplies and files, to speak, hear and see for phone and office machines.</p> <p>Lift up to 25 pounds. Ability to organize and prioritize work to meet deadlines; good cognitive ability required.</p>	

I have read the above job description and fully understand the requirement set forth there.	
Employee’s signature: _____	Date: _____
Employee Name: _____ Print	