

SHELTER NETWORK JOB DESCRIPTION

Title: Relief Shelter Worker

Supervisor: Program Director

Location: Vendome Hotel

Hours: All Weekend Shifts (including Friday)

Status: Pt Non Exempt

Qualifications: Experience working with homeless people or people in emotional crisis. Ability to relate well to others; ability to work independently. Spanish-speaking helpful.

Responsibilities: The Relief Shelter Worker is responsible for the safety and well-being of the participants at a single(s) permanent supportive housing program in downtown San Mateo.

Duties:

1. Be available to welcome new participants and supervise move-ins and move-outs as needed.
2. Work cooperatively with other staff in assisting clients toward the goals of permanent housing and stable income. Consult with supervisor as needed.
3. Notify social work staff in case of emergency relating to shelter participants, including illegal activity, violence, failure to observe critical rules and medical emergency.
4. Call police or other appropriate authorities if social work staff cannot be reached, or an emergency response required.
5. Provide information and emergency supplies to clients as needed.
6. Handle maintenance emergencies as needed and notify maintenance staff about necessary repairs, including plumbing problems, broken locks, faulty lights, etc.
7. Daily: Read the logbook and make notations; complete other record-keeping duties as necessary. Record keeping required shall include, but not limited to: (1) recording each family's curfew arrival time in the nightly log; and (2) noting in the nightly log each situation arising to which employee is required to respond; log notes regarding such events shall include the time the event occurred, the situation, and the length of time spent responding to the situation.
8. Meet with Program Director as scheduled; attend monthly All Staff meetings, assigned training, and other meetings as needed.
9. Monitor client activities within the shelter; maintain a safe and supportive atmosphere; ensure client adherence to program rules, especially regarding clean and sober behavior.
10. Monitor night and weekend activity at program site to ensure that rules are observed by participants; monitor and record arrivals and departures of client families.
11. Maintain cordial relations with neighbors.
12. Distribute mail to clients on the weekends.
13. Take messages off client and office phones as assigned.
14. Assist with chore completion and clean-up as needed.
15. Assist with organizations of supplies and donations and assist in maintaining current inventory of supplies and donations.
16. Assist with evening volunteer activities as assigned.
17. Accept donations on weekends or as needed.
18. Mow lawn and maintain yard, as assigned.
19. Maintain a clean and sober environment
20. Perform other related duties as assigned.

