

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 County's Emergency Shelter (e.g. distributing supplies, assigning accommodations, storing residents' valuables). The work also includes the performing of basic clerical duties. An incumbent in this position may also be required to transport residents to doctor appointments and/or school. The work is performed under the direction of the Resident Shelter Manager. Does related work as required.

TYPICAL WORK ACTIVITIES:

Meets with Shelter residents and provides basic information regarding Shelter rules, regulations and services, in accordance with guidelines;
Maintains routine records of facilities used and services provided, including 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;
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;
Tidies living quarters and makes beds, when appropriate;
Contacts maintenance staff to arrange for rooms to be cleaned;
Stores residents' valuable possessions in a safe, issues receipts and maintains associated records;
Answers telephone and personal inquiries and makes referral to other agencies when appropriate;
Attends in-service training;
May assist 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 Shelter residents; ability to respond appropriately to simple emergencies; ability to perform basic clerical duties.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma.

NOTE: Six (6) months of full-time clerical or stock-keeping experience shall be deemed fully qualifying.

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

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Competitive