

Senior Shelter Services Worker Tompkins County

Department: Department of Social Services

Classification: Competitive

Labor Grade: White Collar Grade 13

Approved: 9/2024

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

1. Possession of an Associates degree from a regionally accredited college or university or a New York State registered two year college or university in human services or related field

OR

2. Graduation from high school or possession of a GED and at least one (1) year of full-time experience in a Human Services field

SPECIAL REQUIREMENT: Possession of a valid NYS driver's license at the time of appointment and throughout the duration of employment in this title. The driver's license may be checked throughout the course of employment in this title. Must be cleared by the State Central Register (OCFS) and may be asked to be screened by the state on NY via finger printing.

DISTINGUISHING FEATURES OF THE CLASS:

This work involves the responsibility of on-site oversight of the activities for the daily routine of the Emergency Shelter and for overseeing on-site operations of the facility. The work differs from that of a Shelter Services worker in that independent judgement is required and responsibility for overseeing, directing and scheduling of staff is required. The work is performed with weekly supervision of a higher-level administrator/supervisor and work guidance will be provided to lower-level Shelter Services Workers. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Coordinate shelter services using a housing-first, trauma informed, approach.
- Provide ongoing training, mentoring, supervision, and evaluation of shelter staff.
- Oversees the daily routine of the Emergency Shelter by coordinating the daily planning and oversight of staff and activities necessary for the day-to-day operations of the facility.
- Ability to work with people in crisis and conflict, including those facing homelessness, disabilities, mental illness and/or chemical dependency.
- Communicate information and ideas clearly and effectively both orally and in writing so they can be understood.
- Maintain the confidentiality of clients as well as client information and records.
- Strong creative and independent thinking skills while maintaining awareness and compliance with policy and direction.
- Meets with shelter residents and provides basic information regarding shelter rules, regulations, and services, in accordance with guidelines.
- Maintains all shelter related files and records.
- Orders supplies necessary for shelter operations, including food for shelter clients.
- Notifies facilities and maintenance staff of issues requiring attention at shelter and follows up to ensure issues have been resolved.
- Stores clients valuable possessions in a safe, issues receipts and maintains associated records.
- Educates clients on how to maintain their possessions safely.

- Provides instruction and direct services to shelter clients regarding daily living skills.
- Answers telephone and handles personal inquiries and makes referrals to other agencies, when appropriate.
- Provides training to Shelter Services Workers ensuring the completion of work tasks.
- Performs clerical functions, as needed.
- Performs cleaning, basic cooking or heating of foods and laundry duties as needed.
- May transport residents to school and/or necessary appointments or other shelter locations.
- Intervenes in crisis situations, may contact law enforcement and engage with security personnel. May need to assist Security Personnel in using a weapons detector or metal detector wand.
- Completes incident reports and provides guidance to other staff that handle crises and incident reporting.
- May need to provide training to shelter workers, Security Personnel and clients.
- May need to engage in additional duties as assigned – all shelter staff may need to assist with cleaning, shopping, laundry duties, cleaning after incidents with appropriate PPE etc.
- Other duties and special projects as assigned.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the routines of the Emergency Shelter.
- Ability to plan and schedule staff and daily activities for the Emergency Shelter.
- Ability to train lower-level staff.
- Ability to maintain files and records.
- Ability to adapt to change.
- Proven ability to work in collaborative team environment.
- Good working relationships with internal and external customers.
- Ability to respond appropriately to emergency situations and ensure issues have been resolved.
- Ability to answer routine questions and provide information and assistance.
- Ability to perform clerical duties; ability to prepare reports.
- Ability to understand and carry out oral and written directions.
- Ability to establish and maintain cooperative relationships with Shelter residents.
- Ability to set an appropriate tone and keep the environment positive and calm, limiting conflicts and stress for clients and staff.
- Physical condition commensurate with duties – lifting, bending, ability to move quickly are all needed for safety.
- relationships with Shelter residents.

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