

# Shelter Services Worker Tompkins County

**Department:** Department of Social Services

**Classification:** Competitive

**Labor Grade:** White Collar Grade 11

**Approved:** 9/2024

**By:** HB, Deputy Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS: EITHER:**

1. Graduation from high school or possession of a GED; **or**
2. 6 months experience working in a human service, care field or customer service work.

**SPECIAL REQUIREMENTS:** Possession of a valid driver's license at the time of appointment and throughout the duration of employment in this title. The appointing authority shall have the responsibility for the verification of the driver's license which may be checked throughout the course of employment in this title.

## **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 Emergency Shelter. The work also includes the performance of basic clerical duties. An incumbent in this position may also be required to transport residents to appointments and/or school. The work is performed under the direction of the Emergency Shelter Coordinator. Does related work as required.

## **TYPICAL WORK ACTIVITIES:**

- Meets with shelter residents and provides basic information regarding rules, regulations, and services, in accordance with established guidelines .
- Supervise clients in the program including coaching clients on program policies and rules. .
- Maintains routine records of facilities used and services provided, including the 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.
- Adheres to medication storage policy. 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.
- Participates in cleaning of recently vacated rooms or congregate areas and bathrooms. Performs other shelter related tasks including heating or preparing food, laundry tasks and loading supplies. May need to clean after incidents utilizing appropriate Personal Protective Equipment.
- Supports clients in adhering to policy related to storage of possessions, including issuing receipts and maintaining associated records.
- Answer telephone and responds to inquiries provide resources and makes referrals to other agencies when appropriate.
- Attends in-service training.
- May assist clients 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).

- Provide conflict resolution, de-escalation, crisis intervention and support as needed.
- Conduct regular facility safety checks, including sleeping/resting areas as well as outside facility.
- Respond to immediate safety concerns. .
- Intervenes in emergencies and contacts outside supports such as police, fire, and hospital.
- Interacts with clients and other staff with a positive attitude and assists maintaining a positive environment for everyone in the shelter
- Other duties as assigned

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Ability to maintain confidentiality of all shelter participants, and information related to any services.
- Effective interpersonal skills
- Ability to de-escalate crisis situations both within team settings and independently.
- Ability to understand and carry out basic oral and written directions.
- Ability to establish cooperative relations with others, including shelter residents.
- Ability to respond appropriately to simple emergencies.
- Ability to document program events and carry out scheduled or spontaneous tasks.
- Ability to perform basic clerical duties.
- Ability to maintain office records.
- Physical condition commensurate with duties – lifting, bending, ability to move quickly are all needed for safety.

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