

**TOMPKINS COUNTY CIVIL SERVICE  
VACANCY  
Inclusion Through Diversity**

**OPEN TO THE PUBLIC**

**Tompkins County Department of Human Resources Office  
125 E. Court Street  
Ithaca, NY 14850  
(607) 274-5526**

**Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply**

---

**TITLE:** Shelter Manager - On Call

**SALARY:** \$36.84 Hire Rate / \$38.78 Working Rate (after 9 months) 2024 Rate

**TYPE OF EMPLOYMENT:** Full Time Provisional

**ISSUE DATE:** 12/03/24

**THE FINAL DATE TO FILE APPLICATIONS:** 12/31/24

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 01/01/25

**RESIDENCY:** Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

**MINIMUM QUALIFICATIONS:**

Possession of a Bachelor's Degree from a regionally accredited or NYS registered four year college or university AND four years full time paid (or the equivalent part time or volunteer) experience in a human service or medical service related field.

**SPECIAL REQUIREMENT:**

**A valid New York State driver's license is necessary at the time of application. If you hold a license from another state, you must submit a driver's abstract from the issuing DMV.**

Must be cleared by the State Central Register (OCFS) and may be asked to be screened by the state of NY via finger printing.

**DISTINGUISHING FEATURES OF THE CLASS:**

This work involves the responsibility of off-site on-call consultation and oversight of the activities of Supervisory staff directing the Emergency Shelter and overseeing the operations of the facility. Verbal consultation and direction intermittently may be

required in emergencies or in compliance with policies that require informing the on-call Shelter Manager to ensure that appropriate actions were taken given the situation, policies were followed, authorities were called, and/or Administrators were then informed of serious situations. This position may need to take on the role of coordinating services, calling in backup staff or contracted workers or arranging for services as needs arise. This position also may be required to respond by working on-site if a Supervisor does not report or needs to leave, or to manage a crisis situation or in the event that a transport is required and staff levels working at the program are inadequate to support workers leaving the site. All related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Acts as an on-call administrator to the Supervisor(s) on-site at the emergency homeless shelter.
- Provides after hours direction to the Supervisor(s) or other staff at the emergency homeless shelter or drop in center to ensure that program expectations are met.
- Gives direction and support to on-site shelter staff during and after crises occur and/or helps problem solve if difficulties are emerging or other circumstances happen that are, or may impact program operation.
- Assists program staff with all kinds of crises not limited to, client related, staff availability, staff interactions or needed personnel correction, security concerns, facility concerns, transportation concerns, needs for back up or coordination of services or supports to the program, staff and clients, general support.
- Provide supportive communications and, when necessary, in-person engagement with a strength based, trauma informed approach.
- Be familiar with and ensure that policies and regulations are followed related to the program (OTDA or OCFS), Tompkins County Policies, Social Services approaches and policies and state and local laws.
- Report to needed on-site locations as needed if shelter supervisor is not able to report or a suitable back up is not found promptly, or if other needs of the program require an in-person report by the Principal including, but not limited to, Supervisor is not able to complete shift, inadequate staffing, emergency that requires in-person support, serious incident occurs that requires on-site supports to deal with the situation and/or speaking with authorities etc., or after the DSS Administrator is consulted, it is determined that the on-call Shelter Manager should report.
- Make written reports after each shift, having documented all actions of the shift, de-brief with DSS Administrator ensuring that there is good transfer of knowledge with any required follow up with staff, program or emergencies outlined.
- While it is not routinely expected, this position could need to testify in court or be deposed by authorities regarding situations that occur in shelter.

It may be necessary under certain circumstances for the On-Call Shelter Manager to engage in the following:

- Meets with shelter residents and provides basic information regarding shelter rules, regulations and services, in accordance with guidelines.
- Maintains shelter related files and records.
- Notifies facilities and maintenance staff of issues requiring attention at shelter and follows up to ensure issues have been resolved.
- Stores residents' 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 Senior Shelter Services Workers ensuring the completion of work tasks.
- Performs clerical functions, 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.

**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 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.

Originally created 11/2024

S191

## FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

**ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS** desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

**CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE:** When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

**FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS:** If special arrangements for testing are required, please indicate this on your application.

**ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.**

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850