**YWCA of Charleston**

Sojourner’s Shelter for Homeless Women and Families

Job Description

**JOB TITLE:** Shelter Assistant

**JOB PURPOSE:** to ensure the health and safety of each individual and/or families seeking shelter and other supportive services by promoting growth, recovery, and self –sufficiency to those in need.

**ACCOUNTABILITY:** reports to Assistant Director

**STATUS:** Non-exempt

**DUTIES AND RESPONSIBILITIES:**

1. Enforce all rules and regulations of the YWCA Sojourner’s Shelter Program
2. Coordinate, cooperate and communicate with agencies in a positive, effective, and professional manner
3. Accepts crisis referrals and makes appropriate arrangements
4. Conducts intake and follow preventative procedures with all individuals entering the facility during the shift
5. Provides supportive services to residents as needed/deemed appropriate to support their goals towards self-sufficiency
6. Completes required documentation during scheduled shift
7. Assist all donors with the completion of a donation form
8. Assist with meal preparation including all aspects of the kitchen, monitoring temperature in freezer, dry storage areas, labeling food, and cleaning
9. Assign residents appreciation tasks, provide instruction/education if they are having difficulty completing their task and monitor to ensure task completion
10. Clean common areas of the building, emptying rooms, making beds, washing linens and ensure that the outside of the facility is presentable
11. Maintain assignment sheets and other resident records such as service reports and chore lists
12. As required conduct room inspections
13. Other duties as assigned

**QUALIFICATIONS:**

1. High School Diploma or GED: and/or experience in working with others in a supervisory role
2. Good oral/written communication skills
3. Ability to effectively manage homeless individuals in a non-judgmental manner and with sensitivity to problems of homeless individuals
4. General knowledge and understanding of DHHR homeless person policy
5. Ability to handle crisis situations
6. Ability to enforce shelter rules and policies
7. Ability to document and complete written reports in a timely manner

**PHYSICAL DEMANDS/WORKING ENVIRONMENT:**

Regularly required to:

* Stand/walk for long periods of time without a break
* Remain Seated in a normal position for up to half the workday
* Stoop, kneel, crouch, crawl
* Talk & hear; verbally express ideas, information, & instructions
* Have the ability to work around moderate noise
* Climb stairs
* Lift , pull, push, carry up to twenty-five (25) pounds

Occasionally required to:

* Lift , pull, push, carry up to fifty (50) pounds
* Be exposed to others that may have open cuts or wounds

Rarely required to:

* Be exposed to adverse weather conditions
* Be exposed to possibly hazardous airborne materials

Revised 09/2012