



Job Description Shelter Coordinator I

Position Title: Delano Navigation Center (DNC) Shelter Coordinator I (SHCI)

Reports To: DNC Program Manager

Classification: Non-Exempt **Category:** Full time

Summary

The Shelter Coordinator is to work collaboratively as a member of the DNC Team in order to assist clients with all of their needs while establishing and maintaining an environment for clients that is consistent with agency values. Specific duties include daily set up and/or take down of navigation center equipment/facilities, assistance with client intakes, the monitoring of client activities, the maintenance of safety and security at the navigation center, connection of clients to case managers and service providers, preparation of meals, monitoring of showers and laundry facilities, and light housekeeping. The schedule for this position is shift-based. Swing shifts are from 4:00pm-12:00am. Graveyard shifts are from 12:00am-8:00am. Successful candidates must have ability to cover various shifts, including weekends and holidays. This position reports to the Program Manager.

Duties and Responsibilities

The following reflects essential functions for this job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Client Supervision

- Provides consistent coverage for assigned shifts, working within the team and independently to complete all shift tasks.
- Monitors and supervises shelter and client affairs, assists clients of the shelter with needs and questions to maintain shelter order in accordance with Flood Bakersfield Ministries, Inc. (Flood) policies and procedures.
- Receives new clients, completes intake paperwork, creates proper client files and orients new clients to Flood and its policies.
- Assists community groups with meals preparation and service.
- Monitors client showers and laundry services.
- Enforces shelter policies and follows staff policies and procedures.
- Monitors the activities of clients to ensure the safety of clients, volunteers and staff.
- Perform general administrative functions such as noting within the communication log,
- Provides appropriate information and referrals for those who need other resources.

- Verifies client homelessness status.
- Helps clients resolve any issues as they may arise.
- Helps volunteers with questions or issues when necessary.
- Provides crisis intervention as needed, including determining when it is necessary to involve other staff, administration or the authorities.
- Maintains written and oral communication of incidents in accordance with policies.
- Reports any problems to the Program Manager, Assistant Program Manager, Director of Operations and/or Executive Director.
- Attends staff meetings and participate in activities designated by the Program Manager, Assistant Program Manager and/or the designated Site Supervisor.
- Other duties as may be assigned by the Program Manager, Associate Program Manager and/or designate Site Supervisor.

Documentation

- Maintains documentation standards as set forth by contract and agency policies.
- Completes paperwork on each face to face with the participant, or with any collateral contact, by close-of-business on the next working day.
- Ensures all program data is accurate and entered into the appropriate program documentation system as contractually required. (i.e. HMIS, CES, etc.)
- Generates participant data for reporting.
- Completes follow-up and retention services and provide back-up documentation in participant file.
- Maintains complete and accurate documentation of service objectives and outcomes, as well as other information in accordance with Federal, State, County and agency guidelines.

Team Participation

- Attends and participate in staff meetings and training as assigned by supervisor.

Skills and Abilities

- Ability to establish and maintain professional boundaries in working with clients.
- Ability and willingness to perform light housekeeping and occasional lifting up to 30 pounds independently.
- Ability to work independently and within a team environment and exercise mature judgment.
- Strong interpersonal skills, ability to work in a variety of settings with culturally- diverse persons and communities with the ability to be culturally sensitive and appropriate.
- Ability to effectively resolve and cope with immediate conflict and/or crisis situations.
- Maintain and execute confidential information according to HIPAA standards.

- Must possess a high level of tolerance and understanding for individuals who present for services with urgent multiple needs.
- Availability to work evening and weekends.
- Written and verbal communication skills including composing comprehensive case notes.
- Knowledge of community resources in Kern County and specifically the Delano area.
- Ability to negotiate different personalities and work under competing priorities.
- Ability to assess emergency situations and respond effectively.
- Excellent written and verbal skills in the English language. Bilingual English-Spanish preferred.

Required Qualifications

- As a prerequisite, the successful candidate must believe in the core values of Flood and be driven by the mission of the organization.
- One-year Minimum High School Diploma or GED required; Associates or bachelor's degree in Human Services preferred.
- Two- years minimum experience working in homeless services, mental health, substance use/ co-occurring disorder or with vulnerable populations preferred.
- Ability to maintain regular, consistent attendance
- Pass Employment Eligibility Verification
- Reliable Transportation
- Successful completion of background screening
- Ability to obtain CPR/First Aid certification
- Persons with lived experience that meet the qualifications are encouraged to apply.

Job Demands

Work Environment

The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.

Equal Employment Opportunity (EEO)

Flood provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Flood complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.