

## **Hudson River Housing, Inc.**

### **Position Description**

**Position:** Shelter Coordinator

FLSA Category (Check one):       Exempt                       Non-Exempt

Primary Site Assigned to: Webster House Shelter

Immediate Supervisor: Shelter Manager/Assistant Shelter Manager

Alternate Supervisor: Director of Resident Services

#### **General Description:**

The Shelter Coordinator is responsible for overseeing the guests of Webster House overnight shelter in accordance with the program's policies, procedures and regulations. The Shelter Coordinator is also responsible for providing crisis services, housekeeping, documentation, handling phone calls (when a manager is not available), and performing other duties necessary for the functioning of the shelter.

#### **Principal Duties:**

1. Overseeing shelter operations, including meals, bed and linen distribution.
2. Working with the volunteers as needed.
3. Maintaining contact with the Front Office and Overnight Supervisor for purposes of continuity.
4. Housekeeping, cleaning of bathrooms and common areas.
5. Maintaining and upkeeping of shelter.
6. Reading and reviewing daily logs and making entries each shift. Completing necessary paperwork each night.
7. Monitoring all shelter rooms to insure that guests are following all program rules and expectations.
8. Monitoring all shelter rooms to insure that health and safety requirements are being met.
9. Providing transportation (as applicable).
10. Providing crisis intervention to program guests in need, either directly or with the assistance of other staff.
11. Providing half hour bed checks for all guests and documenting it.
12. Assisting with orientation of new guests.
13. Performing curfew checks to insure that all guests are present or accounted for.
14. Providing assistance to the Front Office staff when unusual sightings are observed.
15. Calling Shelter Management when necessary to assist with conflicts that might occur. The Shelter Coordinator should not attempt to act alone in a situation that could be deemed dangerous.
16. Ensuring that an accurate account of all incidents are recorded on an HRH Incident Report form and submitted for appropriate signatures. Any incident that requires that the police, fire department, CPS,

APS or other governmental agency be called should be documented. In addition, any on-site incident that could be perceived as an altercation, major violation of rules, disturbance or questionable behavior should be documented.

17. Attending and participating in staff meetings and trainings as required.

18. Performing any other duties as requested by supervisory or HRH Administrative staff.

**Qualifications:**

**Education/Knowledge:** High school diploma or GED equivalency required.

**Experience:** Some human service experience, which may include sensitivity to homeless, mentally ill, low income and other needy populations.

**License Requirements:** Valid driver's license preferred.

**Other:** Interpersonal skills; ability to work independently, yet as part of a team. Personal telephone required.

Hudson River Housing is dedicated to maintaining a work environment that is free from harassment and discrimination on the basis of age, race, creed, color, national origin (including ancestry), religion, gender or sex, gender identity or expression, sexual orientation, pregnancy (including childbirth and related medical conditions), alienage or citizenship status (unless required by law), disability, reproductive health decision making (including, but not limited to, the decision to use or access a particular drug, device, or medical service), marital status, partnership status, caregiver status, domestic violence victim status, familial status, military status, unemployment status, genetic information (including genetic characteristics), or any other protected status under federal, state, or local laws. Hudson River Housing is dedicated to the fulfillment of this policy with respect to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, compensation, termination, and all other terms, conditions, and privileges of employment.