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Hudson River Housing improves lives and communities through housing with compassion and development with vision. We are dedicated to building strong, sustainable communities by developing and preserving quality affordable housing and helping families and individuals obtain and maintain housing through education, advocacy and support services.

We are a committed group of people from all backgrounds who care deeply about our community and want to make it a better place.

**Position:** Shelter Care Coordinator

**General Description:**

The Shelter Care Coordinator is responsible for overseeing the guests of the Webster House Shelter in accordance with the program's policies, procedures and regulations. The staff are responsible for ensuring that shelter guests are able to have their essential needs met and safety is maintained. In this position, staff will work with guests who may experience mental health issues, substance use disorder, former incarcerated persons, and those with various medical and/or trauma related issues. These services may include providing general information, handling phone calls, crisis services, housekeeping, documentation and other duties necessary for the functioning of the Shelter.

**Principal Duties:**

- Orientating guests and conducting intakes upon arrival to collect information and assess the needs and strengths of those in need of services.
- Providing general information about shelter operations, rules, regulations and assigning beds.
- Monitoring shelter guest compliance with shelter rules and requirements, intervening to stabilize crisis situations using de-escalation techniques either directly or with the assistance of other staff. Shelter staff should not attempt to act alone in a situation that could be deemed dangerous.
- Monitor shelter bunk areas to ensure that health and safety requirements are being met.
- Housekeeping and maintaining the upkeep of the shelter and common areas.
- Reading and reviewing daily logs and making entries each shift. Completing necessary paperwork each night.
- Coordination of food distribution which includes breakfast and dinner.
- Providing transportation of guests (if applicable)
- Perform half hour bed checks for all guests and document it.
- Perform curfew checks to ensure that all guests are present and accounted for.
- Monitor confidential participant files, case notes, records and reports as requested.

- Ensuring that an accurate account of all incidents is recorded on an HRH Incident Report form and submitted for appropriate signatures. Any incident that requires 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 or rules, disturbance or questionable behavior should be documented.
- Will meet with previous shift staff at the beginning of each shift to obtain updates on any guest or other related issues.
- Participate in ongoing training as required and as necessary to effectively perform duties and provide professional growth.
- Attend and participate in staff meetings as required.
- Follow laws and regulations that impact the homeless and are related to emergency shelters.
- Make sure social distancing guidelines are kept, mask wearing and hand washing at all times.
- It may be necessary from time to time to fill in for tasks normally assigned to property protection personnel in the event of staffing shortage.
- Perform any other duties as requested by supervisor or HRH administrative staff.

### **Qualifications:**

**Experience:** Two years related work experience with the homeless population. If HS Diploma, must have 5 years work related experience and competent reading and writing skills along with strong communication skills. Able to remain calm during stressful situations. Must have sensitivity toward the homeless population and ability to comfortably and effectively relate to individuals of diverse backgrounds and be respectful of cultural differences. Must be responsible, organized, non-judgmental, able to work independently and as part of a team. Must have a strong commitment to personal and professional ethics and standards and be able to set and maintain appropriate boundaries. Must remain respectful to clients at all times.

**Education:** BA/BS in human service field preferred and/or HS Diploma. A variety of educational experiences and skill sets will be considered for all positions.

**Licensing/Certification Requirements:** Valid NYS Driver's License required. Must have a valid license to transport clients as necessary.

**Other:** Home or cellular telephone required. Basic computer literacy necessary.

**Physical Demands:** Must be able to climb multiple sets of stairs. Must be able to lift a minimum of 25 pounds.

**Salary:** \$16.83 - \$17.79 per hour

**Location:** City of Poughkeepsie, NY

**Immediate Supervisor:** Shelter Manager/Assistant Shelter Manager

**How to apply:** To apply for this role, please email [humanresources@hudsonriverhousing.org](mailto:humanresources@hudsonriverhousing.org) with 'PT Shelter Care Coordinator, Overnights & Evenings' as the email subject.

Equity is a core value at Hudson River Housing. We believe in promoting a culture that decenters bias, celebrates difference, enhances equitable communication, and nurtures relationship building.

It is important to us that community members have access to stable means of economic growth. We are continually committed to hiring from within our community including applicants with lived experience that can inform and strengthen our work.

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*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.*