



**DESC**  
*opening doors to end homelessness*

## **Job Description**

OPEN: November 4, 2009

**Job Title: Residential/Shelter Counselor – Float**

Pay: \$10.97 - \$12.65 per hour DOQ

Supervisor: Housing Scheduler / On-call Supervisor

Union: This position is represented by SEIU1199

Hours: Full-time (37.5 hrs/week), non-exempt, night shift with assignments rotating between all DESC Housing projects and Main Shelter.

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### **JOB DEFINITION:**

In conjunction with the Project Managers of the DESC Housing projects, the Main Shelter, and Clinical Staff at each site, the Shelter-Housing Float Counselor is responsible for the provision of basic services to residents and performance of day-to-day building operation functions at each agency site.

### **MAJOR DUTIES AND RESPONSIBILITIES**

#### Shelter

- Maintain order and communicate/enforce agency rules and policies.
- Intervene in client crises (medical, mental health, interpersonal).
- Initiate and maintain appropriate social interactions with clients.
- Monitor dorms, bathrooms and dayrooms to maintain safety and security of clients and premises.
- Provide information on social/health services and procedures (in-agency and outside agency) to clients.
- Refer clients needing more extensive services to specialized program staff or to outside services, when appropriate.
- Actively participate in staff meetings and in-service trainings.
- Work scheduled hours at shelter stations and/or milieu coverage and perform all duties of those areas.
- Ensure that information on registration sheets is entered into CHASERS.
- Assist with transition from nighttime shelter to day program, facilitating any wake-ups and morning cleanup scheduled during shift.

#### Housing

- Interact with residents in the general milieu of each building's common spaces.
- Assist Clinical Staff in the coordination of services to residents; contact residents' outside service providers as necessary.
- Assist Clinical Staff in the initiation, facilitation, and promotion of activities, support groups, and community meetings.
- Manage building operations in absence of Project Manager.
- Operate all functions in lobby office, to include checking visitors in and out, answering telephones and monitoring security systems.
- Maintain safety and security by monitoring all general access areas and enforcing building rules.
- Respond to emergencies and initiate action as required, including contact with emergency-response systems as necessary.
- Write significant events involving residents and building operations activities in a daily logbook; read logbook daily.
- Assist with room turnovers, new resident leasing and orientation, rent collection, and facilities inspections.
- Respond to tenant complaints.



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- Work cooperatively with clinical and maintenance staff sited at each housing project, and with visiting staff; refer residents to Clinical Staff and Project Manager as necessary.
  - Initiate appropriate response to maintenance requests.
  - Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

- One-year experience in human services, preferably with homeless adults.
- BA degree in social or behavioral sciences preferred.
- Residential property management experience desirable.
- Basic understanding of homelessness and various characteristics of homeless adult populations; experience with mental illness and/or chemical dependency preferred.
- Ability to communicate and work effectively with individuals from diverse backgrounds.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behavior.
- Commitment to the philosophy of cooperation and continuity across programs and of consideration and respect for clients.

### **APPLICATION PROCEDURE**

**Submit a cover letter and resume to: DESC-RC/Float, ATTN: Human Resources, 515 3rd Avenue, Seattle, WA 98104, fax to (206) 515-1501, or email (in a format readable by MS Word 2000 - not a ".docx" file name) to [hr@desc.org](mailto:hr@desc.org).**

DESC is committed to diversity in the workplace, and promotes equal employment opportunities for all staff members and applicants. The Agency will not discriminate against any employee or applicant for employment on the basis of race, creed, color, sex, sexual orientation, age, national origin, marital status, or the presence of any sensory, mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women and minorities are encouraged to apply.