



Job Description

OPEN: October 12, 2009
Job Title: Shelter Counselor – Day Shift
Pay: \$10.97 – \$12.65 per hour DOQ
Supervisor: Shift Supervisor
Union: This position is represented by SEIU1199
Hours: Full-time (37.5 hrs/week), non-exempt, hourly, day shift

JOB DEFINITION:

Part of a 24 hours a day, 7 days a week team of professionals providing emergency shelter and support for homeless people and those needing crisis interventions. Shelter Counselors, in conjunction with other professionals, are responsible for the provision of basic services to clients and for the safe day-to-day operation functions of Shelter services.

MAJOR DUTIES AND RESPONSIBILITIES

- 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.
- Consult with other staff and/or outside agencies as needed regarding client issues and needs.
- 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.
- Screen referrals from other agencies.
- Work with and support community volunteers who volunteer during shift.
- Actively participate in staff meetings and in-service trainings.
- Assist with the preparation, organization, serving and cleanup of food service scheduled during shift.
- Maintain order and cleanliness of work area.
- Recruit and supervise client volunteers for regular volunteer tasks.
- Work scheduled hours at shelter stations and/or milieu coverage and performs all duties of those areas.
- Monitor and ensure the return of all towels, blankets and other DESC property issued to clients.
- Register clients and document services provided during shift hours, in accordance with established procedures.
- Monitor day rest clients.
- Assist with transition from nighttime shelter to day program activities, such as morning cleanup.
- Rotate to work a Courtesy Patrol Shelf weekly to maximize continuity of care and service delivery to DESC clients.
- Ensure that DESC clients do not loiter, litter, fight, use or sell drugs or alcohol, or engage in other uncivil or illegal behaviors on the 500 block of Third Avenue and any additional areas into which the patrol may expand.



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- Monitor all others on the block to discourage them from loitering, littering, fighting, sue or sale of drugs and alcohol, or engaging in other uncivil or illegal behaviors.
- Provide assistance to homeless people and others who are experiencing crises caused by mental illness and/or excessive drug/alcohol consumption.
- Provide information about and referral to other services available in the community to homeless people and others in need.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- Some college and/or experience in social service are desirable; personal experience and understanding of the downtown street population may be substituted.
- Ability to communicate and work effectively with staff from various backgrounds and disciplines.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behavior.
- Subscribe to philosophy of cooperation and continuity across programs, and of consideration and respect for clients.

APPLICATION PROCEDURE

Submit a cover letter and resume to: DESC-SC, ATTN: Human Resources, 515 3rd Avenue, Seattle, WA 98104, fax to (206) 515-1501, or email to hr@desc.org.

Please note that cover letters and resumes attached to an email as separate documents will not be accepted unless they are in a .doc (readable by MS Word 2000 or earlier) or .pdf format.

The following document formats are unacceptable and will not be reviewed: .docx, .wps, .jpeg.

The Downtown Emergency Service Center 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.