



DESC
opening doors to end homelessness

Job Description

OPEN: November 4, 2009
Job Title: **Shelter Counselor – Night 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

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 day rooms 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.
- Assist with transition from nighttime shelter to day program, facilitating any wake ups and morning cleanup scheduled during shift.
- Ensure that information on registration sheets is entered into Shamis.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- At least one year experience in human services, preferably working with homeless adults, the economically disadvantaged, mentally ill or chemically dependent.
- 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.
- Maintain an atmosphere conducive to a good night's rest.



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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** (in a format readable by MS Word 2000 - not a ".docx" file name) to 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.