

# Senior Shelter Services Worker Tompkins County

**Department:** Department of Social Services

**Classification:** Competitive -Pending Jurisdictional Classification

**Labor Grade:** White Collar Grade 13

**Approved:** 9/2024

**By:** HB, Deputy Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS:**

1. Possession of an Associates degree from a regionally accredited college or university or a New York State registered two year college or university in human services or related field

**OR**

2. Graduation from high school or possession of a GED and at least one (1) year of full-time experience in a Human Services field

**SPECIAL REQUIREMENTS: A valid New York State driver's license is necessary at the time of application. If you hold a license from another state, you must submit a driver's abstract from the issuing DMV.**

Must be cleared by the State Central Register (OCFS) and may be asked to be screened by the state on NY via finger printing.

## **DISTINGUISHING FEATURES OF THE CLASS:**

This work involves the responsibility of on-site oversight of the activities for the daily routine of the Emergency Shelter and for overseeing on-site operations of the facility. The work differs from that of a Shelter Services worker in that independent judgement is required and responsibility for overseeing, directing and scheduling of staff is required. The work is performed with weekly supervision of a higher-level administrator/supervisor and work guidance will be provided to lower-level Shelter Services Workers. Does related work as required.

## **TYPICAL WORK ACTIVITIES:**

- Coordinate shelter services using a housing-first, trauma informed, approach.
- Provide ongoing training, mentoring, supervision, and evaluation of shelter staff.
- Oversees the daily routine of the Emergency Shelter by coordinating the daily planning and oversight of staff and activities necessary for the day-to-day operations of the facility.
- Ability to work with people in crisis and conflict, including those facing homelessness, disabilities, mental illness and/or chemical dependency.
- Communicate information and ideas clearly and effectively both orally and in writing so they can be understood.
- Maintain the confidentiality of clients as well as client information and records.
- Strong creative and independent thinking skills while maintaining awareness and compliance with policy and direction. .
- Meets with shelter residents and provides basic information regarding shelter rules, regulations, and services, in accordance with guidelines.
- Maintains all shelter related files and records.
- Orders supplies necessary for shelter operations, including food for shelter clients .
- Notifies facilities and maintenance staff of issues requiring attention at shelter and follows up to ensure issues have been resolved.
- Stores clients valuable possessions in a safe, issues receipts and maintains associated records.

- Educates clients on how to maintain their possessions safely.
- Provides instruction and direct services to shelter clients regarding daily living skills.
- Answers telephone and handles personal inquiries and makes referrals to other agencies, when appropriate.
- Provides training to Shelter Services Workers ensuring the completion of work tasks.
- Performs clerical functions, as needed.
- Performs cleaning, basic cooking or heating of foods and laundry duties as needed.
- May transport residents to school and/or necessary appointments or other shelter locations.
- Intervenes in crisis situations, may contact law enforcement and engage with security personnel. May need to assist Security Personnel in using a weapons detector or metal detector wand.
- Completes incident reports and provides guidance to other staff that handle crises and incident reporting.
- May need to provide training to shelter workers, Security Personnel and clients.
- May need to engage in additional duties as assigned – all shelter staff may need to assist with cleaning, shopping, laundry duties, cleaning after incidents with appropriate PPE etc.
- Other duties and special projects as assigned.

### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of the routines of the Emergency Shelter.
- Ability to plan and schedule staff and daily activities for the Emergency Shelter.
- Ability to train lower-level staff.
- Ability to maintain files and records.
- Ability to adapt to change.
- Proven ability to work in collaborative team environment.
- Good working relationships with internal and external customers.
- Ability to respond appropriately to emergency situations and ensure issues have been resolved.
- Ability to answer routine questions and provide information and assistance.
- Ability to perform clerical duties; ability to prepare reports.
- Ability to understand and carry out oral and written directions.
- Ability to establish and maintain cooperative relationships with Shelter residents.
- Ability to set an appropriate tone and keep the environment positive and calm, limiting conflicts and stress for clients and staff.
- Physical condition commensurate with duties – lifting, bending, ability to move quickly are all needed for safety.
- relationships with Shelter residents.

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