

BETHESDA HOUSE OF SCHENECTADY, INC

Position Title: Shelter Aide
Responsible to: Director of Clinical, Case Management, and Essential Services

Status: Full-time and Part-time, Hourly
Hours: **Monday – Friday and Weekends: 12:00 am – 8:00 am**
Saturday and Sunday: 4:00 pm – 12:00 am

Function:

Under the direction of the Director, the Shelter Aide will monitor the Overnight Emergency Shelter from 12 a.m. to 8:00 a.m., and 4:00 p.m. to 12:00 a.m. to ensure smooth, efficient, and safety in the shelter setting. This position will provide correspondence with his/her supervisor after each shift, utilizing the Shelter Communication Book, and will be the point person to wake shelter participants, making sure they are ready to leave the facility at the appropriate a.m. time and assist the custodian with clean-up and preparing the Hospitality Room for the agency's day program.

Duties/Responsibilities:

- Will meet with previous front desk/ shelter staff at the beginning of the shift to ensure all updates, issues and information are relayed. Will follow procedures related to incoming guests, as necessary
- Will complete necessary paperwork, consents, and intakes for any new Shelter guests entering during their shift
- Will ensure the safety of all program participants and that they adhere to the shelter rules
- Will monitor behaviors of program participants with constant eyes on supervision.
- Will enact safety plan or an Emergency Plan when appropriate
- Will follow On-Call protocol to address incidents, staff call outs, and issues.
- Will ensure shelter participants are awakened at 6:00 a.m. Monday through Friday and 7:00 a.m. Saturday and Sunday
- Will ensure all shelter participants are ready to exit to the shelter space by 7:00 a.m. Monday through Friday and 8:00 a.m. Saturday and Sunday.
 - The Agency provides breakfast. Shelter guests are encouraged to partake in the morning meal
- Will assist in shelter space clean-up, and help in preparing the Hospitality Center for the day
- Monday – Friday, will inform or review shelter guests interactions or concerns with SW staff and record appropriate notes or any issues that occurred during the evening shift
- Will adhere to the agency's policies and procedures and the personnel manual
- Will follow complete OTDA Incident report when circumstances necessitate
- Will maintain appropriate boundaries and keep confidential information regarding employees, volunteers, residents and guests
- Will perform other duties as assigned

Qualifications:

- High School Diploma or equivalent required. Associate's Degree preferred.
- Two to five years of experience working with diverse and challenging clients necessary
- Strong written and verbal communications skills essential
- Computer literacy.
- Ability to recognize and respond in an emergency situation.
- Experience working with diverse and challenging consumers
- Ability to interact effectively with the public, volunteers, staff, and program participants.
- Valid, clean NYS driver's license and ability to provide own transportation.

Essential Functions:

- Will work assigned shift on a regular basis. In addition, will work efficiently and effectively in a fast-paced environment
- May work hours above normally scheduled work hours in an emergency.
- Will have knowledge of area agencies and programs serving the homeless and low-income population.
- Will operate the agency phone system in a clear and professional manner.
- Will take direction, exhibit initiative and work independently.
- Will effectively handle conflict and/or confrontation in order to reach a resolution satisfactory to all parties.
- Will effectively communicate (both orally and in written form) with peers and superiors.
- Will represent the agency in a positive, professional and patient manner to all parties with whom she/he comes into contact.
- Will complete intake forms for new shelter guests.
- Will work with computers to utilize automated output and enter data in automated systems.
- Will perform other duties as assigned.