

## Newcap, Inc.

### **JOB DESCRIPTION**

**JOB TITLE:** Shelter Support Staff

**FLSA STATUS:** Non-Exempt

**JOB GRADE:**

**REPORTS TO:** Shelter Supervisor

### **GENERAL SUMMARY:**

- ❖ Responsible for providing on-site shelter resident supports and facility oversight, along with providing services and life skills training to shelter residents in accordance with their housing stabilization plan.

### **AGENCY EXPECTATIONS:**

- ❖ Adhere to agency policy and procedures.
- ❖ Exceptional Communication and organizational skills.
- ❖ Maintain a positive and respectful attitude.
- ❖ Demonstrate flexible and efficient time management and ability to prioritize workload.
- ❖ Consistently report to work on time prepared to perform duties of position.
- ❖ Has a strong work ethic having the needs of the organization and the clients as the primary priority.
- ❖ Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
- ❖ Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
- ❖ Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Provides support and direction for people as they transition from homelessness to housing

### Coordination/Collaboration:

- ❖ Complete Coordinated Entry referrals on an as needed basis
- ❖ Assist unsheltered individuals and families with motel vouchers as needed following the funding rules
- ❖ Advocate for program participants as they search for supportive and/or independent housing and provide information of internal housing programs.
- ❖ Help participants create support systems and participate in the community as they desire.
- ❖ Implement case plans and housing stabilization plans provided by the shelter case manager.
- ❖ Provide independent living skills support to the shelter case manager
- ❖ Maintain relationships with services providers, volunteers, staff and community members.
- ❖ Maintain regular contact with supervisor and case manager to apprise them of resident progress and to assist in the resolution of potential problems.

### Shelter Oversight:

- ❖ Responsible for the daily operations of the shelter including, cleanliness, safety, and security of the facility to ensure the building and facilities are maintained as necessary to provide a safe and effective environment for employees, clients, volunteers, and visitors.
- ❖ Conduct facility walk throughs regularly
- ❖ Maintain inventory of shelter supplies and donations for shelter operations.
- ❖ Provide feedback to shelter case manager and shelter supervisor about observed resident progress and resident interactions
- ❖ Assist residents with completing mainstream resource applications.
- ❖ Conduct crisis intervention as needed

### Data Compliance:

- ❖ Enter Coordinated Entry into the Homeless Management Information System (HMIS) and case notes into agency database
- ❖ Compliance with HMIS policies and procedures.
- ❖ Must be complete HMIS training and gain access to HMIS system.
- ❖ Utilize and maintain Coordinated Entry data in agency database to ensure compliance with data standards and record-keeping
- ❖ Makes necessary corrections to information entered. Compiles, sorts, and verifies accuracy of data to be entered. Keeps record of work completed.
- ❖ Have a clear understanding of data requirements for CSBG reporting and program.
- ❖ Upload client documentation into agency database and HMIS

### Policy and Procedure:

- ❖ Follow Newcap policy and procedures at facilities
- ❖ Maintain compliance with local, state, and federal shelter policy and procedure

- ❖ Follow mandatory reporting procedure

Responsible for other duties as assigned or required.

**WORK CONDITIONS:**

This work is generally performed in shelter environment.

**EFFORT:**

Long periods of time working at a computer terminal. Use of a keyboard may be stressful to hands or wrists. Frequent answering of telephone calls, entering data, standing, reading, working with paperwork. Minimal evening and weekend hours.

**MACHINES, TOOLS, EQUIPMENT:**

Computer, cell phone, printer, photocopy machine, telephone

**CABILITIES REQUIRED**

- Ability to read, write using proper grammar/punctuation, communicate effectively, interpret data
- Possess organizational, planning, and analytical skills
- Computer skills
- Experience with spreadsheets, word processing, data entry, converting paperwork into files
- Ability to perform tasks with minimal supervision or over-site
- Professional and pleasant demeanor

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree in Social Work, Human or Child and Family Development, Early Childhood Education, or a related field and 2 years work experience in a social service related field.
- If no Bachelor's degree, then an Associate's degree is required along with 2 years work experience in a social service related field.
- Experience working in shelter setting
- Experience or ability to main records, prepare written documents, reports, and other materials both hard copies and electronically.
- Experience working with homeless individuals and families is desired.
- Knowledge of the Housing First philosophy, preferred

**SPECIAL REQUIREMENTS:**

- Must possess a valid driver's license
- All staff must undergo a background check
- Must be able to maintain confidentiality of information

**PHYSICAL DEMANDS:**

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Approved:

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Employee Date

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Supervisor Date

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Director of Human Resources Date

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Executive Director Date