

CHEYENNE RIVER SIOUX TRIBE
SINGLE HOUSE HOMELESS SHELTER
SHELTER WORKER

DESCRIPTION OF WORK:

General Statement of Duties: Responsible for the care, welfare, safety and security of clients during their shelter stay Provides the very basic needs to shelter resident's.

Supervision Received: Worked under the immediate supervision of the Shelter Manager/Director.

Supervision Exercised: _ General supervision of volunteers.

EXAMPLE OF DUTIES (Duties may include but are not limited to the following).

Advocates for resident's needs, making referrals to and collaborating with appropriate resources and community organizations.

Provides support and orientation for the new residents/new staff on shelter protocols and policies.

Supports residents, registers, check-ins, monitors, assesses behavior and overall well-being.

Creates, maintains and updates any resident files.

Observes in day-to-day routines: maintains informal contact and develops informal opportunities to assist when needed.

Ensures that the flow of critical information is documents and forwarded to the next shift worker.

Performs specific assigned daily and general duties; meets deadlines.

Assists with job-related tasks as needed.

Answers phone calls, forwards calls to appropriate staff or residents and takes messages if needed.

Performs day-to-day administrative duties including maintaining database and assisting other staff with completing unfinished paperwork.

De-escalates, diffuses and monitors overall shelter environment for safety.

Prioritizes in a busy working environment.

Maintains office services of the Shelter by organizing office operations and procedures; preparing timesheets to get to the payroll dept.

Responsible for all filing in the office and other necessary filing need to be done in the office. Ordering office supplies or equipment.

Distributes clothing, linens, toiletries and any other items supplied by the shelter.

Works with the shelter staff and supervisors to promote a supportive respectful environment.

Interacts with residents in a manner that reflects favorably on the organization and promotes teamwork.

Contributes to the overall cleanliness and upkeep of the shelter; this includes completing shift assignments as assigned.

Uses communication tools effectively including documentation of shift changes to bring forward issues and occurrences that take place while on shift.

Implement and monitors consistent shelter rules.

Maintains weekly contact with residents to ensure rules are being followed and provided conflict resolution when problems arise.

Maintains an alcohol and drug free shelter; ensures no alcohol or drugs are brought into the shelter.

Conducts and documents bed, facility and perimeter checks/inspections.

Handles all emergencies by contacting appropriate staff/agencies.

Reports any incidents and completes incident report.

Ensures that donations and supplies are used in the programs and that no theft occurs.

Reports any need for donations to the Shelter Manager, and that supplies and food are purchased when needed.

Ensures overall cleanliness of shelter and exterior of the shelter including living areas, resident bedrooms, office and yard.

Provides general maintenance and janitorial needs to the shelter.

Demonstrates good use of time and resources.

Attends and participates in assigned meetings.

Meets established attendance others and starts work promptly.

Attends workshops and training as requested.

Must be on-call twenty*four (24) hours a day, will be required to complete shift work. Which is DAY time shift 8 a.m. to 8 p.m. and NIGHT time shift 8 p.m. to 8 a.m. Staff will be required to complete shift work.

Must call in 24 hours prior to your shift if leave must be taken. Staff member on leave is required to obtain another staff member to cover shift when on leave.

Emergency Leave: A staff member on duty will contact other staff members to cover shift.

And other job related duties as assigned.

MINIMUM QUALIFICATIONS

Required Knowledge, Skills and Abilities: Demonstrates the ability to communicate with staff, clients and the community in a courteous, respectful and professional manner. Effective time management including ability to prioritize and assist with shelter activities. Ability to effectively analyze situations quickly and apply sound judgment. Good interpersonal and communication skills. Ability to work and build rapport with others. Knowledgeable of community resources. Effective interpersonal communication skills, ability to build rapport with others. Ability to take direction. Strong written and oral communications skills. High level of flexibility and ability to prioritize appropriately. Ability to work as a team member. Sensitive to the needs of the residents.

Experiences: To be able to operate and maintain a homeless shelter.

Special Requirements: The physical activity of this position may include: sitting, stooping, kneeling, crouching, reaching, standing, walking, typing and lifting. Must have a physical including the ability to lift 30 pounds must obtain a physical within 3 months of hire. Maybe be CPR/First Aid certified within 6 month of employment. Must maintain strict confidentiality. Incumbent is subject to CRST Drug and Alcohol Testing Policy; also subject to Tribal/Local, Federal and state background check.

Created Date: November 20, 2012 by Danny Butcher

Revised Date: 03.03.2026 by Laura Bagola