

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: Works 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 new residents/new staff on shelter protocols and policies.

Supports residents; registers, checks-in, monitors, assesses behavior and overall well-being.

Creates, maintains, and updates any resident files.

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

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

Performs specific assigned daily and general duties; meets deadlines.

Assists with job-related tasks as needed.

Answers incoming 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.

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: Demonstrate 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 shelters 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 communication skills. High level of flexibility and ability to prioritize appropriately. Ability to work as a team member. Sensitive to the needs of the residents.

Experience: Experience in 1 year residential home operations required.

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 be CPR/First Aid certified. Must maintain strict confidentiality. Incumbent is subject to CRST Drug and Alcohol Testing Policy; also subject to Tribal/local, Federal, and State background.

Created Date: November 20, 2012 by Danny Butcher

Revised Date: 10.01.2024 by Laura Bagola