



The YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

Job Title	Shelter Assistant
Reports to	Shelter Services Coordinator
Supervises	Volunteers
Date Created	02/23/2010

Job Classification	Non-exempt
Job Type	Full Time
Location	Emergency Shelter
Date Updated	06/2018

**Job Summary:**

The Shelter Assistant supports the mission of the YWCA Cass Clay and assists with daily shelter operations. Must be available to work nights, weekends and holidays.

**Core Competencies:**

Safety/Security	Self-Confidence
Empowerment	Flexibility/Adaptability
Inclusion	Problem Solving/ Decision Making
Communication	Conflict Resolution

**Job Duties:**

- Admit women and children to the Shelter, complete intake paperwork, and orient individuals to the YWCA Emergency Shelter and its policies.
- Ensure clients are complying with program guidelines and procedures.
- Ensure residents are supplied with necessary items (food, clothing, etc.)
- Maintain staff and participant records including admittance, daily journal, resident's log, shelter duty checklist, child protection, and other reports as assigned.
- Ensure security of the shelter: locks, security systems, fire alarm systems and security checklist. Respond appropriately to alarms and emergency situations, including use of First Aid and CPR.
- Perform general administrative functions such as documentation within the communication log, answering the phone and responding to in-person inquiries in a professional and timely manner.
- Provide appropriate information and referrals for those who need other resources.
- Provide immediate and professional response to any emergency or disturbance within the YWCA Cass Clay.
- Provide consistent coverage for assigned shifts, working within the team and independently to complete all shift tasks.
- Attend scheduled Shelter meetings.
- Provide off site clients with food basket and supplies as applicable.
- Prepare sleeping rooms by cleaning and stocking.
- Sort and organize donations.

- Maintain cleanliness of shelter and general organization of shelter.
- Deliver services with safety, respect, and effectiveness.
- Other duties as assigned.

**Qualifications:**

- Female. (BFOQ)
- High school graduate. Education and/or two years' experience in human services or related field preferred.
- Training or experience in working in crisis intervention.
- CPR and First Aid certified.
- Must have excellent oral, written, and interpersonal communications skills.
- Knowledge of domestic violence, homelessness, mental illness, chemical dependence and child development issues is essential. Knowledge of community resources is helpful.
- Prompt and reliable attendance is required.
- Meet all background check requirements.
- An understanding of, appreciation for, and support of the mission of the YWCA Cass Clay, which is eliminating racism and empowering women.

**Requirements:**

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential job functions of this position. While performing the responsibilities for this position, the employee is required to sit, stand, walk, bend and carry frequently. The employee will also be required to climb stairs, climb, twist at the waist, push, squat, kneel, stoop, crouch, reach overhead and drive occasionally. Standing in place and reaching above shoulders repetitively are performed occasionally and sitting at desk, repetitive keying, data entry, and wrist motion is performed frequently. This employee will be required to lift up to 20 lbs. from shoulder to overhead occasionally, carry up to 40 lbs. frequently, push up to 20 lbs. occasionally and pull up to 10 lbs. occasionally.

The description above provides the general nature and level of work being performed by those assigned to this position. It is not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**I have reviewed and understand this job description and can perform the above duties with or without reasonable accommodation.**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_