

## CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

**TITLE:** Shelter Counselor  
**PROGRAM:** Brother Francis Shelter  
**STATUS:** Part- time /Hourly/Non Exempt  
**SUPERVISED BY:** Program Manager  
**UPDATED:** October 1, 2015

### **JOB SUMMARY:**

This position is an integral member in the operations of Brother Francis Shelter Anchorage, a homeless shelter with supportive services. The operation encompasses services 24 hours a day, seven days a week serving up to 240 male and female guests nightly. Shelter Counselors, in conjunction with other professionals, are responsible for the provision of basic services to clients and for the safe day-to-day operation functions of Shelter services.

### **QUALIFICATIONS**

**Competencies:** Demonstrate dependability, maturity and initiative. Ability to handle crisis situations and accomplish tasks assigned with minimal supervision. Excellent interpersonal skills. Must be able to maintain program/resident/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to shelter residents. Ability to relate positively to supervisor, fellow employees and all shelter residents. Flexibility to deal effectively with a variety of people, situations, problems and changes.

**Education/Experience:** Preferred Bachelor's degree in related field such as psychology, or social work. At least one year experience in human services, preferably working with homeless adults, the economically disadvantaged, mentally ill or chemically dependent.

### **Skills:**

Basic understanding of homelessness and various characteristics of homeless adult populations. Ability to drive with a valid Alaska State Driver's license and insurable driving record. Ability to communicate and work effectively with staff from various backgrounds and disciplines. Ability to work effectively with clients displaying a wide range of behaviors. Subscribe to philosophy of cooperation and continuity across programs, and of consideration and respect for clients.

### **Duties & Responsibilities:**

- Maintain order and communicate/enforce agency rules and policies.
- Intervene in client crises (medical, mental health, interpersonal).
- Initiate and maintain appropriate social interactions with clients.
- Monitor dorms, bathrooms and the rest of the shelter to maintain safety and security of clients and premises.

- Consult with other staff as needed regarding client issues and needs.
- Provide information on social/health services and procedures (in-agency and outside agency) to clients.
- Refer clients needing more extensive services to specialized program staff or to outside services, when appropriate.
- Screen referrals from other agencies.
- Work with and support community volunteers who volunteer during shift.
- Actively participate in staff meetings and in-service trainings.
- Maintain order and cleanliness of work area.
- Recruit and supervise guests for regular volunteer tasks such as morning and nightly chores.
- Work scheduled hours at shelter stations and/or milieu coverage and perform all duties of those areas.
- Monitor and ensure the return of all towels, blankets and other property issued to clients.
- Register new or renewing clients
- Document services provided during shift hours, in accordance with established procedures.
- Provide information about and referral to other services available in the community to homeless people and others in need.
- Other duties as assigned.

**Physical Requirements:** Must be able to lift up to 25 pounds.

**Training Requirements:** Agency and department orientation; 1<sup>st</sup> aid/CPR; de-escalation techniques; blood borne pathogens. Attend all staff meetings and in service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_