



# Shelter Assistant Job Description

## **General Description:**

The Shelter Assistant is collaborative supporter and a member of the Operations Team with the objective to support the mission of Central Iowa Shelter & Services and the clients served by assisting clients with all of their needs while establishing and maintaining an environment for clients that is consistent with agency values. Specific duties include the completion of intakes, the answering of telephone lines, distribution of client mail, the monitoring of client activities, the maintenance of safety and security through pat downs and monitoring of the security system, connection of clients to case managers and service providers and light housekeeping. The schedule for this position is shift-based. Day shifts are from 7:30am-4:00pm. Evening shifts are from 3:30pm-12:00am. Overnight shifts are from 11:30pm-8:00am. Successful candidates must have ability to cover various shifts, primarily including weekends and also holidays. This position reports to the Shelter Manager.

## **Duties /Responsibilities:**

- Provides consistent coverage for assigned shifts, working within the team and independently to complete all shift tasks.
- Monitors and supervises shelter and client affairs, assists clients of the shelter with needs and questions and maintains shelter order in accordance with Central Iowa Shelter & Services policies.
- Receives new clients, completes intake paperwork, creates proper client files and orients new clients to Central Iowa Shelter & Services and its policies.
- Enforces shelter policies and follows staff policies and procedures.
- Performs general administrative functions such as noting within the communication log, answering the phone and responding to in-person inquiries in a professional manner. Provides appropriate information and referrals for those who need other resources.
- Monitors the activities of clients to ensure the safety of clients, volunteers and staff.
- Verifies clients' homelessness.
- Helps clients resolve any issues as they may arise.
- Helps volunteers with questions or issues when necessary.
- Provides crisis intervention as needed, including determining when it is necessary to involve other staff, administration or the authorities.
- Maintains written and oral communication of incidents in accordance with policies.
- Reports any problems to the Shelter Manager, Assistant Shelter Manager, Associate Director and/or Executive Director.
- Completes work time sheets bi-weekly.
- Attends staff meetings and participates in activities designated by the Shelter Manager, Assistant Shelter Manager, Associate Director and/or Executive Director.
- Other duties as may be assigned by the Shelter Manager, Associate Director and/or Executive Director.

## Qualifications, Experience and Abilities

- As a prerequisite, the successful candidate must believe in the core values of Central Iowa Shelter & Services and be driven by the mission of the organization.
- Minimum High School Diploma or GED required; Associates or bachelor's degree in Human Services preferred.
- Two years' experience working in Human Services working with one or more of the following: individuals experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, and with those living in poverty preferred.
- Ability to establish and maintain professional boundaries in working with clients.
- Ability and willingness to perform light housekeeping and occasional lifting up to 30 pounds independently.
- Knowledge of community resources in the Des Moines metro area.
- Ability to manage multiple projects with demanding and competing deadlines, superior organizational skills and the ability to maintain a quality work place in a diverse, fast paced, stressful and changing environment.
- Ability to work independently or in a team.
- Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and client oriented and willing to assist where/when needed.
- Ability to negotiate different personalities and work under competing priorities.
- Ability to assess emergency situations and respond effectively.
- Excellent written and verbal skills in the English language. Bilingual English-Spanish preferred.
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications as well as experience using and entering data into HMIS or other client databases. Must have the ability to obtain a ServicePoint license.
- Must be prompt and dependable.
- National Career Readiness Certificate preferred.
- **Must be able to pass a background check.**

Interested candidates should send cover letter, resume, NCRC if applicable, and salary requirements to:  
jalford@centraliowashelter.org

**Position is open until filled**

*Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.*