

Job Title: Shelter Manager- Residential Aide

Location: 241 Arch St., New Britain, CT

Schedule: Varies

Type: Non-Exempt, starting at \$15.69/hr with shift differentials in place

Reports to: Residential Operations Supervisor

Job Purpose: The Shelter Manager- Residential Aide is responsible for supporting the daily management of the shelter facility including meeting the basic needs of all clients, operational needs of the shelter, and facilitating service delivery to clients in a low barrier emergency shelter and transitional living program. This position is classified as ESSENTIAL. Therefore, the employee must report for work when scheduled, regardless of weather or other conditions that affect travel, and remain on duty until relieved by the supervisor or person scheduled for the next shift. Workers must remain on the premises during their shift unless authorized to leave.

Duties and Responsibilities: The primary function of the Shelter Manager- Residential Aide is to assist program guests in a low barrier residential facility through the use of evidence based practices.

- Advocate for the mission of the organization and uphold the agency's values by following all policies and procedures of the agency.
- Use shelter diversion techniques to assist households in self-resolving their housing crisis throughout their stay.
- Prepare and complete intake packages and procedures for households unable to be diverted at entrance.
- Prepare and facilitate sleeping arrangements and storage of personal items (including medications) for clients.
- Ensure clients are complying with program guidelines and procedures.
- Deliver services with safety, respect, and effectiveness. Utilize Harm Reduction model and Trauma Informed approach during delivery of services.
- Assess client needs and offer assistance in housing and other goals outlined in the household's housing plan.
- Maintain order and assist in keeping all assigned areas clean and free of spills, trash, and safety hazards.
- Perform daily safety checks in order to assess safety concerns and get updated status of household.
- Receive and put away donations.
- Assist in meal preparation, room cleanings, and house laundry.
- Complete all agency logs, occupancy counts, and incident reports in a timely manner, completing all discharge reports as applicable.
- Provide immediate and professional response to any security/safety emergency or

disturbance within or immediately outside the facility.

- Provide coverage for the facility by monitoring the doors and answering the phone.
- Report to all scheduled shifts on time. Make arrangements for coverage if unable to report to work and follow call out procedures outlined by the supervisor.
- Remain at work until relieved by another staff member (not to exceed 16 hours).
- Attend all scheduled staff trainings or mandatory meetings.
- Perform other duties as assigned by Supervisor, Housing Specialist, or Director

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice at the discretion of the employer.

Qualifications/Requirements: To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Dependability** – consistently at work and on time, reports to all scheduled shifts, follows instructions, responds to management direction and solicits feedback to improve personal performance, and completes tasks in a timely and accurate manner
- **Flexibility** – Be flexible and able to work with individuals experiencing homelessness from various backgrounds and at different skill levels
- **Experience** – previous experience working with the homeless population is preferred.
- **Communication** – Read, write and interpret written documents. Communicate effectively with guests, co-workers, community partners and volunteers
- Proficient with computers and Microsoft Office
- Belief in Housing First and Harm Reduction

Physical Requirements: The physical requirements described below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- The ability to safely operate a motor vehicle to transport oneself, others and program supplies as necessary.
- The physical ability to travel to assigned locations, stand, stoop, bend, reach, pull, push, lift, grasp, climb, talk, see, hear and perform basic and light home maintenance activities, and operate office equipment.
- The physical ability to move and lift light objects up to 30 pounds such as mail, supplies, files, and equipment.
- The ability to operate office equipment requiring continuous or repetitive hand/arm movements.
- The ability to remain in a sitting position for extended periods of time.