

CHEYENNE RIVER SIOUX TRIBE  
CRST FAMILY 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 residents.

Supervision Received: Works under the general supervision of the Shelter Manager.

Supervision Exercised: Exercises supervision over tenants.

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 resident's/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.

Assists with housing applications and job-related tasks as needed.

Answers incoming phone calls, forwards call 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.

Distributes clothing, linens, toiletries and any other items supplied by the shelter.

Works with the shelter staff and supervisors to promote a supportive respectful environment.

Interacts with residents in a manner that reflects favorably on the organization and promotes teamwork.

Contributes to the overall cleanliness and upkeep of the shelter; this includes completing shift assignments as assigned.

Uses communication tools effectively including documentation of shift change to bring forward issues and occurrences that take place while on shift.

Implements and monitors consistent shelter rules.

Maintains an alcohol and drug free shelter; ensures rules no alcohol or drugs are brought the shelter.

Maintains weekly contact with residents to ensure rules are being followed and provide conflict resolutions when problems arise.

Conducts and documents bed, facility and perimeter checks/inspections.

Handles all emergencies by contacting appropriate staff/agencies.

Reports any incidents and completes incident report.

Ensures that donations and supplies are used in the program and that no theft occurs.

Reports any need for donations to the Shelter Manager and that supplies and food are purchased when needed.

Ensure overall cleanliness of the shelter and exterior of the shelter including living areas, resident bedrooms, office and yard.

Provides general maintenance and janitorial needs to the shelter.

Demonstrates good use of time and resources.

Attends and participates in assigned meetings.

Meets established attendance criteria and starts work promptly.

Attends workshops and training as requested.

Must be on-call twenty-four (24) hours a day; will be required to complete shift work.

Other job-related duties as assigned

#### MINIMUM QUALIFICATIONS

**Required Knowledge, Skills and Abilities:** Demonstrate the ability to communicate with staff, residents and the community in a courteous, respectful and professional manner. Effective time management including ability to prioritize and assist with shelter activities. Ability to effectively analyze situations quickly and apply sound judgment. Good interpersonal and communication skills. Ability to work and build support with other. Knowledgeable of the communication resources. Effective interpersonal communication skills, 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

**Education:** High School Diploma or GED (pending)

**Experience:** Experience in Customer Service preferred.

**Special Requirements:** Must have a valid SD drivers license, transportation, Incumbent is subject to CRST Drug and Alcohol Testing Policy, also subject to Tribal/local, Federal, and State background checks in accordance with P.L. 101-630, P.L. 101-647 and Resolution No. 86-2013-CR.

Revised Date: 09.22.2021