



## Job Description

**Abode Services** is a community based organization founded in 1988. Services include support services to families as well as adults without children. The mission of Abode Services is to end homelessness by assisting low-income un-housed people to secure stable, supportive housing and to be advocates for the removal of the causes of homelessness. The agency provides services throughout Alameda, Santa Clara and Santa Cruz County's. This position is located in Fremont.

Abode Services is seeking a full-time **Shelter Coordinator** to provide support to the Shelter Services Manager in maintaining the health, safety and operations of the Emergency Shelter. This will include, but is not limited to: (1) management and supervision of the Shelter Monitors and Interns, (2) communication and coordination with the Maintenance Department regarding maintenance issues at the Emergency Shelter, (3) maintenance of statistical data and other required documentation, (4) working closely with volunteers as they perform service at the facility. This position will also assist in training and supporting the staff at this facility.

### Responsibilities:

- Provide direct supervision, evaluation, and training of Shelter Monitors and Interns. Provide a safe environment and appropriate supervision for volunteers and interns.
- Produce the monthly Shelter Monitor work schedule in a timely manner. Fills gaps in coverage as needed.
- Oversight of facility health and safety related functions such as maintenance issues and monthly fire drills. Liaison with county officials regarding shelter safety standards and protocols. Provide oversight of shelter maintenance and hospitality.
- Manages the completion of daily paperwork including the daily census and program logs. Ensures participant intakes and exits are completed in a timely manner.
- Assist Shelter Services Manager with reporting, such as gathering necessary statistics, and helping with written narratives.
- Provide excellent customer service that aligns with best practices. Ensures the front desk is functioning to the highest professional standards.
- Provides direct services to participants as needed including but not limited to: covering the front desk, providing mediation/conflict resolution between participants, completing intakes and exits, and conducting weekly community meetings.
- Provide information and recommendations to the Shelter Services Manager regarding program evaluation and modifications to better meet participant needs, community needs, funding requirements, and agency Mission.
- Participate in agency trainings, staff meetings, case conferences, and supervision.
- Provide transportation of participants in shelter van as necessary including weekly Rotocare appointment.
- Perform other duties as assigned by supervisor.

### Qualifications:

- Bachelors Degree in Social Work or related field preferred. (Relevant work experience in social work or closely related area will be accepted in lieu of a Bachelors Degree if experience meets qualifications).
- A minimum of 4 years of professional experience in the human services, social work, or related field and demonstrated experience working collaboratively with low income families.
- At least 2 years of direct experience in the provision and supervision of services to individuals who are homeless and/or have extremely low incomes. Shelter experience preferred.
- Understands the service needs of diverse groups and is able to work effectively with all.

- Excellent crisis intervention and de-escalation skills.
- Ability to maintain accurate records and impeccable documentation. Database management a plus.
- Excellent written and oral communication skills.
- Strong organizational, detail orientated, and time management skills.
- Strong customer service skills.
- Excellent knowledge of computer systems including Microsoft Word, and Excel; Internet Research; Email.
- Ability to work both autonomously and collaboratively with a team.
- Reliable transportation required. Proof of current and valid CA insurance and a clean DMV record. Background check is required.
- Willingness to be flexible with work schedule. Evenings and weekends required. Must provide on-call assistance to staff.
- Bilingual a plus.

**Abode Services is an Equal Opportunity Employer/Drug Free workplace**

**Notice:** *This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.*