



Department: Human Services
Reports to: Operations Manager
Position Status: Seasonal (Sept.-April)
Hourly (Non-Exempt): \$ 10-12 /hour

Frontline Staff Position Description

Job Summary

The Frontline Staff supports the needs of Day by Day Warming Shelter guests by ensuring safety for all within the shelter through supervision. Frontline Staff also work alongside volunteers in providing a warm evening meal, laundry services, showering facilities, and necessary hygiene items. As awake staff, Frontline Staff are responsible to cover the AM shifts (12am-8am), and PM shifts (5pm-12am) when available for the 6-month season (mid-October to mid-April).

Essential Job Functions

Every effort has been made to make your job description as complete as possible. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar or is a logical assignment of the position.

General Responsibilities

- Adhere to a professional code of ethics, including maintaining confidentiality
- Show respect for all guests, staff members, and volunteers. Maintain a non-judgmental attitude.
- Enforce shelter rules, policies and procedures among guest to ensure safety.
- Observe and supervise guest interactions, and record anything notable in the daily Staff Log
- Perform duties assigned by the Operations Manager. Willingly accept direction from the Operations Manager and Frontline Lead Staff
- Assist volunteers with supervising shower times, meal clean up, and laundry.
- Provide housekeeping services to ensure all daily guest chores and staff check list is completed.
- Provide laundry services for guests on a daily basis.
- Ensure growth of the organization through the responsible use of shelter resources.
- Ability to cover staff shifts as needed/able
- Arrive to every shift 15 minutes early. Once schedule is made, it is your responsibility to find coverage if unable to make your scheduled shift.
- Ensure that guests' rights are honored at the shelter. These rights will be covered in training.

Safety and Sanitation

- Follow standard OSHA precautions and infection control procedures. Wear provided safety equipment when necessary including and not limited to gloves, goggles, smocks, etc.
- Report all accidents and incidents observed by filling out an Incident Report and emailing the secure document to the Operations Manager.
- Identify and respond appropriately to emergency situations, and address issues as they arise.
- Ensure safety of all in shelter including guests, staff, and volunteers is of utmost importance by being awake and aware at all times.

Staff Development

- Attend mandatory pre-season training and orientation.
- Attend meetings as required. Including, participation in weekly/bi-weekly staff team meetings to communicate shelter matters, receive ongoing training, exchange information, problem solve, and receive staff support.
- Participate in a mid-season and end-of-season evaluation with the Operations Manager.

Documentation

- Provide required documentation in a timely manner, including and not limited to your work availability, email, etc.
- Ensure all documentation is accurate and complete every night before sending out, including and not limited to nightly guest sign-in logs, staff logs, incident reports, etc.

Special Activities/Attributes

- Maintain confidentiality of necessary information.
- Think and act calmly and logically to meet unusual occurrences of the job.
- Manage time efficiently and effectively, ensuring that the Staff Checklists are completed.

Employee Name: _____

- Communicate effectively with guests, co-workers, volunteers, peers, and supervisors.
- Suggest modifications of program activities or policies and procedures to the Operations Manager
- Report complaints made by guests to the Operations Manager, and ensure guest completes a complaint form.

Team Work

- Accept responsibility for aiding in the development of a positive team environment.
- Demonstrate and encourage appropriate problem solving methods.
- Complete all tasks that are on the shift checklist as well as complete other tasks as needed. If something needs to be done, it should be completed as time allows.

Education

- High School diploma or G.E.D. certificate.
- Preferred but not required, pursuing education in Human Services, Social Work, Nursing, Criminal Justice, or other related field.

Qualifications

- Ability to work independently and as a team member
- Ability to develop and maintain rapport with guests
- Good communication skills, both verbal and written.
- Strong documentation skills, including attention to detail, organizational ability and commitment to accuracy
- Excellent computer skills in Microsoft Office and other online databases
- Respect for confidentiality and strong sense of professional boundaries
- Flexible schedule, with ability to regularly work evenings, weekends, and holidays
- Ability to pass a criminal background check

Experience

- Working with high-risk populations and/or individuals with significant barriers to self-sufficiency
- Understanding of homelessness and its causes

Physical Demands

- Lifting 50 pounds maximum with frequent lifting and or carrying of objects weighing up to 25 pounds; Walking, standing, talking, hearing, reaching, seeing, bending, kneeling, smelling, depth perception, color vision.
- Ability to walk up and down stairs.

General Requirements

Must be able to execute the terms and conditions set forth in the Day By Day Warming Shelter Employee Handbook, including, but not limited to:

- Works in a safety-conscious manner which ensures that safe work practices are used in order not to pose a risk to self or others in the workplace. Reports any safety violations or hazards to Operations Manager
- Complies with shelter rules, policies and procedures
- Adheres to policy on a Drug-Free Workplace
- Interacts in a tactful, diplomatic, and humanistic manner with guests, volunteers, community members, and co-workers to provide a safe, efficient, and welcoming environment which ensures the self-respect, personal dignity, rights and safety of all within the shelter.
- Maintains a dependable attendance record and adheres to standards of cleanliness, grooming, hygiene, and dress code.
- Takes positive action to ensure equal opportunity in the conduct of all shelter activities without regard to race, color, religion, sex/gender, age, national origin, disability, citizenship, veteran status or any other legally protected category.

I have read/reviewed the job description for the position of Frontline Staff and acknowledge that all items are essential to the job, understand what the job demands, and agree that I am able to perform the essential functions of the job with or without reasonable accommodation.

Frontline Staff Member (Date)

Operations Manager (Date)

