

SAMARITAN HOUSE POSITION DESCRIPTION



Neighbor helping Neighbor

www.samaritanhousesanmateo.org



Position Title:	Intake Services Coordinator
Department:	Safe Harbor Shelter Program
Supervisor:	Associate Director of Shelter Operations
FLSA:	Full Time/Hourly/Non-Exempt
Salary Range:	\$18.00 per hour

Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards a status of self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs.

We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

Under the supervision of the Associate Director of Shelter Operations collaborated by the Associate Shelter Director the Intake Services Coordinator is responsible for providing excellent client services to Samaritan House shelter program constituents. This position ensures client needs are met during the intake and onboarding process into our shelter program as well as throughout their period of residence with our program. Serving as a direct service provider to our constituents this position will support program aides and engage in program aide duties to ensure the excellent and quality delivery of shelter services. Assist with ensuring the safety and security of our clients and agency property. This position will regularly interact and collaborate with vendors, community support services, partnering agencies or other agency program staff as assigned to ensure the overall needs of clients and the program are met. Data systems and data management are an administrative function of this position and will work to ensure Safe Harbor's data needs are met. Collaborate with the data department and train case managers with data and clarity system as assigned.

JOB QUALIFICATIONS AND REQUIREMENTS

Please note our preferred and in some cases required qualifications for this position:

Education and Certifications- Bachelor's Degree or Associate Degree in Business Administration, Non-Profit management, Human Services or related field. In some cases related and comparable work experience and related industry certifications may be considered in lieu of education requirements.

Experience-

- Three years working within a residential facility, working with people who struggle with mental health, addiction and substance abuse, dual diagnosis issues. Experience working with people who are challenged with housing or homeless is essential.
- Some supervision experience is helpful but not required.
- Two years' non-profit work experience effectively working with constituents at various levels; non-profit program development and implementation.

Skills and Expertise -

- Bilingual and Bicultural English Spanish helpful but not required.
- Clear understanding of professional boundaries with all constituents in any work environment is required.
- Excellent computer proficiency: experienced with all programs in Microsoft Office Suite and Windows-based operating systems; ability to learn new computer databases. Familiarity with HMIS, Clarity and related data entry is highly desirable. Strong and timely data entry, management, analytical and reporting skills.
- Excellent written and verbal Communication Skills required. Candidate must be able to consistently, regularly, effectively and clearly communicate with Samaritan House constituents of diverse backgrounds and in various arenas of business. The ability to present information in small or large group settings to any constituents. Ability to articulate, write, prepare shelter policies and procedures and any needed educational materials.
- Ability to maintain professionalism and deliver excellent service at all times. Ability to maintain a positive and approachable demeanor with all constituents. Adaptable to an ever changing environment. Positive attitude.
- Excellent interpersonal and emotional intelligence skills. Must be able to regularly interact compassionately, effectively and empathically with all constituents of diverse back- grounds and in various states of tension. Must be able to maintain and build relationships with new and current constituents. Ability to work independently and with teams.
- Excellent administrative, adaptive and organizational skills. Strong attention to detail and ability to produce excellent and timely quality work is required. Ability to successfully multi-task, prioritize, and organize work in a fast paced and ever changing work environment. Ability to meet deadlines and manage time effectively. Excellent record keeping skills.
- Must have understanding and ability to comply with complex shelter/housing industry, OSHA, governmental (all levels) and agency regulations, policies and procedures demonstrated through comprehensive document compliance and shelter compliance efforts and activities.
- Excellent Initiative and ability to proactively identify challenges. Must have a solutions based approach to challenges. Must be able to manage and de-escalate problem situations successfully.
- Ability to conduct all business within agency values, professionalism, high level of ethics and high integrity; ability to exercise appropriate judgment and timely decision making under various conditions is required. Demonstrated ability to be dependable and trustworthy.
- Excellent initiative and ability to work independently and to successfully collaborate with teams. Resourceful and solutions-based approach to challenges; ability to identify and resolve issues without direction when needed. Solutions based approach to all business.
- Candidate must be able to regularly travel between the Agency's various sites, Core Agency locations or clients homes as needed; valid CA driver's license class C, proof of insurance, good driving record and a registered vehicle required.
- Flexible schedule required to work early mornings, days, evenings, weekends or holidays as the program necessitates and as assigned.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted by Samaritan House prior to employment. Shelter and CES staff will undergo back ground checks. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Work involves occasional travel. Regular and repeated use of motor coordination and hand motions for driving, food prep, computer data entry and writing. Candidate should have the physical ability to occasionally lift and/or move items (approximately **up to 25lbs.**). Occasional sitting, standing, walking, carrying, crouching, reaching, speaking, listening for extended periods of time. Bending and lifting multiple times per day. Work environment can be high stress and fast paced.

ESSENTIAL FUNCTIONS OF THE POSITION

- A. The Intake Services Coordinator functions:
 1. **Administrative Support Services** -Perform General Administrative Duties for the Shelter including but not limited to:
 - Maintain and Manage Office and Program Supplies and Mail. Ensure adequate, labeled supplies of food, clean linens, clothing, cleaning supplies, personal care products, furniture, and equipment for the shelter and the office.
 - Troubleshoot administrative issues effectively and efficiently. Identify new ways to operate administrative services more efficiently and effectively as needed and when appropriate.
 - Complete any assigned administrative projects using appropriate computer programs, software, etc.
 - Record in kind donations and send records of contributions to Shelter Operations Manager for acknowledgement.
 - Assist in the supervision of volunteer projects in support of shelter operations.
 - Participate in shelter safety team. Maintain and keep current the disaster plan for the shelter unit. Assist in the maintenance of the emergency plan and evaluation of emergency situations as needed.
 2. **Client Data Support Services** - Perform daily data entry and reporting of client statistics using various systems and methods for data collection including but not limited to usage of databases, spreadsheets, and logs. As appropriate develop new databases or adjust current ones to meet the organization's data reporting needs.
 3. **Program Support Services** -Perform daily front desk programmatic work including but not limited to:
 - Provide front desk reception
 - Provide excellent client customer service including troubleshooting issues and management of urgent situations, emergencies, accidents, fire, police, etc.
 - Maintain various program logs
 - Ensure a safe work and program environment

- Distribute client supplies
- Perform routine maintenance duties
- Perform end of shift duties
- Enforce house rules according to Shelter policies and practices.
- Participate in internal safety inspections.
- Complete Incident reporting within 24 hours.
- Conduct hourly house/bed area inspections and post status for clients.
- Report the condition of the bed areas and shelter in general to all necessary staff.
- Maintain shelter property, inside and outside, and storage areas in a clean, safe condition including all appliances and alarm system (with maintenance).
- Supervise chores and clean-up.

4. **Intake Support Services-** Intake duties include but are not limited to:

- Serve as liaison between shelter and various Samaritan house constituents
- Perform client on-boarding and exits
- Monitor occupancy and bed rotations
- Ensure appropriate client medical records
- Troubleshoot client issues and manage concerns of clients as needed
- Distribute daily program updates to staff
- Ensure front desk staff are maintaining appropriate client documentation
- Provide necessary referrals and complete assigned meeting duties.
- Assist in ensuring a safe program environment. Communicate recommendations, identified concerns or new ideas with Shelter Director(s) as needed.
- Assist Shelter Director(s) with fire, health and other safety related inspections. Assist and participate in monthly fire drills as needed.
- Assist and Support Shelter Director(s) as needed with the identification of minor facility repairs and maintenance. Report to the County or 3rd party service company any repair or maintenance issues as directed.

5. **General Functions and Support-** This position perform a variety of general, programmatic or admin duties including but not limited to:

- Ensure and Assist with the delivery of the highest level client service to our constituents as directed.
- Assist and Support Shelter Director(s) as needed.
- Suggest improvements in operational practices, implement improvements as directed.
- Complete any assigned projects as needed- administrative, programmatic or data.
- Assist in maintaining continuity of work operations by documenting and communicating needed actions to management, find and report irregularities and determine continuing needs. Suggest Solutions as appropriate.

6. **Engage effectively and constructively with Supervisor to handle departmental concerns/issues as needed. Provide recommendations for policy/procedural changes for intake services.**

7. **Provide active support to Directors, case managers, program staff and volunteers.**

8. **Conduct all business and work within federal, state, county, municipal, industry and agency regulations, policies and procedures. Advocate for the mission of the organization.**

9. **Demonstrate and work within Samaritan House values in all dealings with all Samaritan House constituents including but not limited to clients, staff, leadership team, etc.**

10. **Represent the organization in a professional and courteous manner at all times internally and externally.**

11. **Conduct work in compliance with all safety regulations and together with Shelter leadership ensure a safe working environment. Ensure staff understand and work within safe practices and safety regulations and collaborate to ensure a safe work environment.**

12. **Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Supervisor, as needed.**

13. **Attend trainings and meetings as assigned including, but not limited to, department meetings, all staff meetings, and meetings with other service providers or partner agencies in the community as required.**

14. **Other duties as assigned.**

B. SPECIFIC ADDITIONAL DUTIES/RESPONSIBILITIES THAT VARY BY SHIFT but are performed by ALL Safe Harbor Shelter Program Staff:

1. Perform Intakes of new shelter clients as well as an orientation of the shelter program. Explain all rules and procedures to clients.
2. Demonstrate a commitment to treat clients, volunteers, and co-workers in a kind, compassionate manner at all times.
3. Participate in all staff meetings, and attend and participate in all training.
4. Participate in all aspects of shelter services delivery as needed.
5. Participate in community presentations as needed.
6. Assist with training and supervision of volunteers.
7. Complete special projects as requested by Shelter Directors.
8. Answer phones and take messages as needed

9. Provide professional customer service to all clients, visitors, volunteers and donors
10. Assist case manager with bed count and roll ups as needed.
11. Intake coordinator and assistant only will coordinate the receipt of all donations and notify the development department.
12. Put away and organize all linens.
13. Administer client warning notices as needed
14. Distribute towels, blankets, hygiene products, etc
15. Monitor front desk.
16. Ensure kitchen area is clean and sanitary at all times.
17. Perform shelter cleanup before end of shift.
18. Take two headcounts during the grave shift
19. Create and maintain documents as needed
20. Assist with reports as needed

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE

Director of Human Resources

4031 Pacific Blvd San Mateo, CA 94403

E-mail: hr@samaritanhouse.com Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*