



*Neighbor Helping Neighbor*  
[www.SamaritanHouseSanMateo.org](http://www.SamaritanHouseSanMateo.org)

## SAMARITAN HOUSE POSITION DESCRIPTION- PROGRAM AIDE, ALL STATUS TYPES

Samaritan House is a community based volunteer driven non-profit organization in San Mateo County working to meet the essential daily needs of more than 12,000 low in-come community members per year. Our goal is to improve lives, promote self-sufficiency and preserve dignity through our supportive services. Our staff and volunteer teams lead the agency by striving for excellence by leveraging community resources, finding and implementing creative solutions for our community's needs. We provide our core services free of charge and practice dignity and respect in everything we do.

We offer excellent opportunities for individuals with proven strong, creative, results driven leadership skills and work ethic who love working with people of diverse backgrounds and seek to make a difference by helping us create a caring community helping our neighbors in need.

Under the supervision of the Associate Shelter Director, all program aides regardless of status coordinate the orderly operation of Samaritan House's Safe Harbor Shelter and facilitate the delivery of shelter services to clients. This position also works with vendors and community support services to support Safe Harbor's needs and the needs of our clients. Safe Harbor Shelter is a 90-bed shelter for homeless adults – some of whom have substance abuse problems and/or mental illness – that seeks to provide the assistance clients need to regain their self-sufficiency. Program Aides are responsible for assuring the security and safety of clients and property/building during each assigned shift.

### JOB REQUIREMENTS

- Minimum Education: High School diploma or GED. Some college preferred.
- Minimum Experience: At least one year of experience working within a residential facility, preferably including familiarity with dual-diagnosed individuals and mental health and/or substance-abuse issues
- Knowledgeable, experienced and committed to housing and homeless issues is essential.
- **Demonstrated ability to communicate effectively both oral and written including the ability to understand and follow oral and written instructions in an independent manner, able to meet deadlines and complete all work in a timely manner (within required deadlines).**
- **Ability to work flexible schedules, including evenings and/or weekends if needed.**
- **Proficient with Microsoft Office Suite (excel, word, etc); Excellent database skills**
- **Proven ability to conduct all interactions with all constituents in a highly ethical manner demonstrating high level of integrity.**
- **Demonstrated ability to exercise appropriate judgment with tact and diplomacy both under normal and stressful situations. Must be able to maintain appropriate composure when faced with escalated situations.**
- **Ability to establish and maintain successful and effective relationships with Samaritan House constituents. Includes ability to successfully work collaboratively and or independently.**
- **Demonstrated solutions based approach to problem solving in an effective, efficient and timely manner. Ability to be creative and show initiative.**

- **Ability to follow Agency Policies and organize work to Samaritan House policies, procedures and best practices which include any related federal, state, or local agency requirement.**

## ESSENTIAL FUNCTIONS OF THE POSITION

### PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Conduct hourly house/room inspections and post status for clients. Report to staff the condition of the rooms and house.
2. Maintain adequate, labeled supplies of food, clean linens, clothing, cleaning supplies, personal care products, furniture, and equipment for the house and the office.
3. Maintain shelter property, inside and outside, and storage areas in a clean, safe condition including all appliances and alarm system (with maintenance).
4. Be responsible for minor shelter repairs and maintenance. Conduct monthly walk through tours with Shelter Operations Manager of the shelter facility to identify needed repairs and maintenance.
5. Shop for all needed food items as requested by supervisor.
6. Record donated items and send records of contributions to the Shelter Operations Manager for acknowledgement.
7. Report incidents within 24 hours.
8. Participate with Shelter Operations Manager in all fire, health, and other needed house inspections. Conduct monthly fire drills at Shelter as requested.
9. Supervise all house volunteer projects that assist in Shelter operation.
10. Maintain and keep current the disaster plan for the shelter unit. Be part of the Shelter "safety team" maintaining an emergency plan and evaluation of emergency situations as needed.
11. Respond to emergency situations, e.g., accidents, fire, police, etc.
12. Enforce Shelter rules according to internal policies
13. Manage any concerns that arise, acting appropriately to resolve problems
14. Respond to the needs of clients
15. Supervise chores and clean-up
16. Maintain reliable attendance and punctuality. Attend work regularly (according to shift schedule) and always be punctual.
17. Attend Trainings and meetings as assigned.
18. Perform other duties as assigned.

### SPECIFIC ADDITIONAL DUTIES AND RESPONSIBILITIES VARY BY SHIFT

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 Operations Manager.
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. Maintain and update bus tickets spreadsheet
12. Pick up mail at the post office on Mondays, Wednesdays, and Fridays Coordinate received donations.
13. Put away and organize all linens.
14. Administer warning notices as needed
15. Distribute towels, blankets, hygiene products, etc
16. Monitor front desk.
17. Ensure kitchen area is clean and sanitary at all times.
18. Perform shelter cleanup before end of shift.
19. Take two headcounts during the grave shift
20. Create and maintain documents as needed
21. Assist with reports as needed

### EMPLOYMENT TERMS AND BENEFITS

These positions are hourly, non-exempt; wage rate \$15.00 per hour. The schedule for these positions will vary. Must be able to work in a 24/7 operation including: Weekends, Weekdays, Grave Shift; Swing Shift, Day and Evening shifts as needed. On occasion will include Holidays as assigned.

### HOW TO APPLY

Samaritan House is an equal opportunity employer.

Interested candidates should submit a cover letter and résumé to:

Samaritan House  
Director of Human Resources  
4031 Pacific Blvd.  
San Mateo, CA 94403  
Via e-mail: [hr@samaritanhouse.com](mailto:hr@samaritanhouse.com)  
Via facsimile: (650) 294-4336  
No phone calls, please!

*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.*