



POSITION DESCRIPTION

Position Title:	Program Aide
Candidate:	TBD
Department:	Shelter Services
Supervisor:	Shelter Operations Manager
FLSA:	Full-Time/Hourly/Non-Exempt
Salary Range:	\$21.00 per hour with eligible differential pay pending shift assigned
Effective Date:	ASAP

OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Under the general supervision of the Shelter Services Operations Manager, all Shelter Resident Specialists (also known as Program Aides) regardless of status (Temporary to Regular; On Call to Full Time) coordinate the orderly operation of Samaritan House's Shelter Services Sites and facilitate the delivery of quality services to clients. This position also works with vendors and community support services to support the Agency's Shelter Services program needs and the needs of our clients. Samaritan House Shelter Services Program has three Shelter Sites- Safe Harbor Shelter located in South San Francisco, El Camino House located in San Mateo and Pacific Emergency Services located in Redwood City. Safe Harbor Shelter is a 90-bed congregate shelter for homeless adults. Pacific Emergency Services is a 70+ Room non-congregate Hotel Shelter Program. El Camino House is a 45+ room non-congregate Hotel Shelter Program. Our clients in our programs include individuals experiencing various forms of crisis, including some of whom have substance abuse problems and/or mental illness. Samaritan House Shelter Services seek to provide the assistance clients need to regain their self-sufficiency. Shelter Resident Specialists (also known as Program Aides) are responsible for assuring delivery of excellent services, the security and safety of clients as well as safe environments including our properties, facilities and building during each assigned shift. Each Shelter Resident Specialist/Program Aide will follow a specified set of protocols to ensure all assigned tasks are completed throughout each shift. All Shelter Services employees regardless of role must have flexible schedules to support the 24/7 operations of the program- this includes Day Swing and Grave Shifts. All Program Aides work in teams of two or more depending on shift and need.

JOB QUALIFICATIONS

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

EDUCATION:

- AA in Non-Profit Administration, Human Services or related field
- Minimum Education is GED or High School Diploma

EXPERIENCE: 1-2 years of experience in the following:

- Working in a congregate or non-congregate residential facility - Shelter Experience.

- Familiarity and experience working with dual-diagnosed individuals; mental health and or substance abuse issues.
- Knowledge, Experience and Commitment to housing and homeless issues is essential. Knowing how to navigate and support individuals in crisis or experiencing homelessness.

PREFERRED CERTIFICATIONS, LICENSES and SPECIAL SKILLS:

- Experience with Clarity Database or other client tracking databases.

GENERAL REQUIREMENT:

- Ability to work flexible schedules is essential.
- Excellent communication skills both verbal and written required. Ability to follow directions independently and apply what is learned.
- Ability to establish and maintain successful and effective interpersonal relationships with all agency constituents. Must be able to work independently and collaboratively within teams.
- Excellent Computer Proficiency with Microsoft Office Suite including data entry and information management systems. Ability to quickly learn various computer programs and databases.
- Proven ability to conduct all interactions with all constituents in a highly ethical manner demonstrating high level of integrity, transparency and compassion in all work.
- Ability to meet deadlines and complete all work in a timely manner.
- Excellent data entry skills; strong organizational and time management skills; strong and effective multitasking skills. Accuracy and attention to detail is important as well as flexibility to meet the evolving needs of the department in a fast-paced work environment.
- Strong ability to maintain confidentiality and maintain excellent professional boundaries with constituents.
- Ability and desire to work with various constituents of diverse backgrounds.
- Demonstrated ability to exercise appropriate judgment with tact and diplomacy both under normal and stressful situations. Must be able to maintain appropriate composure and professionalism when faced with escalated situations.
- Positive and resilient attitude with ability to maintain grace under pressure, excel and contribute to a collegial and friendly working environment. Have a sense of humor and a collaborative spirit.
- Demonstrated solutions-based approach to problem solving in an effective, efficient and timely manner. Ability to be creative and show initiative. Self-starter. Ability to de-escalate issues.
- Ability to follow Agency Policies and organize required activities according to Samaritan House policies, procedures and best practices which include any related federal, state, or local agency requirement.
- Clean driving record- ability to get to and from job sites within the Agency as assigned.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted by Samaritan House prior to employment. All employees will undergo formal criminal record background 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 computer data entry and writing. Extended periods of sitting. Must be able to focus on single or multiple subject matters for extended periods of time. Candidate should have the physical ability to occasionally lift and/or move items (approximately 15 lbs.). Occasional sitting, walking, carrying, reaching, speaking, listening for extended periods of time. Work environment can be high stress and fast paced due to crisis intervention. This position will require use of company mobile devices which will be provided.

ESSENTIAL FUNCTIONS OF THE JOB

Resident Client Customer Service Delivery

- Ensure the delivery of excellent, values driven and high-quality customer service in all aspects of the program. Deliver all service with a demonstrated commitment to treat clients, volunteers, and co-workers in a kind, compassionate manner at all times in all business dealings.
- Troubleshoot client needs, requests and concerns in a timely manner. Respond to the needs of clients and listen to their concerns or inquiries. Redirect when needed. Manage any situations that arise, acting professionally, appropriately and within professional boundaries to resolve problems.

Shelter Safety and Risk Management

- Safely respond to and assist with the management of any emergencies/accidents/incidents including but not limited to accidents, fire, police, client medical emergency, client interpersonal issues etc.
- Maintain safe shelter property and program environment (inside, outside) and storage areas in a clean, safe condition including all appliances and alarm system (with maintenance).
- Perform minor shelter repairs and maintenance. Conduct walk-through tours with Shelter Operations Manager of the facility to identify needed repairs and maintenance requiring shelter staff or facilities support.
- Know the current disaster plan for the shelter unit. Participate with the Shelter “safety team” maintaining and knowing how to execute a site’s emergency plan. Participate in evaluation of emergencies as needed.
- Participate with all fire, health, and other needed facility inspections including fire drills at Shelter Sites as requested.

Shelter Services Activities

- Perform Client Onboarding – which includes client Intakes and orientations of the program. Educate, guide and explain to residents’ rules and procedures of the program.
- Support any shelter service site and position as assigned and participate in all aspects of program delivery as requested.
- Conduct hourly inspections of assigned client personal space (house, room, bed, etc.). Post status for clients. Report to staff the condition of the client’s personal space.
- Maintain, store, organize and distribute shelter supplies. Ensure adequate, labeled supplies of food, clean linens, towels, clothing, cleaning supplies, personal care/hygiene products, furniture, and equipment for clients, facility and the office. Shop for all needed food items as requested by supervisor.
- Perform head counts and during Grave Shift ensure two headcounts are completed.
- Assist with training, guidance and supervision of volunteers and related projects that support shelter operations.
- Ensure clients adhere to Shelter Services Policies, Protocols and Regulations according to internal agency and program policies. Administer warning notices to clients as needed.
- Supervise chores and clean-up daily
- Participate in Community Outreach as needed.
- Support Case Managers with bed/room count and roll ups as needed.
- Maintain and update bus tickets spreadsheet
- Ensure clean working facilities of offices, meeting rooms and kitchens.
- Perform End of Shift duties including Shelter Cleanup and status updates with incoming staff before shift ends.

Shelter Administrative Support

- Conduct all work within professional boundaries without exception.
- Conduct all work with reliable attendance and punctuality following agency and department policies-work assigned schedule and show up to work on time. Follow Agency policies for PTO and calling out sick.
- Perform Shelter front desk reception work including monitoring desk, monitoring safety, facility entrances, phone management, taking messages or redirecting calls/visitors to appropriate party.
- Support client intakes
- Receive, Record and Coordinate in kind donations as needed. Inventory donated items and send records of contributions to the Shelter Operations Manager for acknowledgement. Ensure the in-kind donation policy is followed and no one takes such donations outside of the approval policy. Notify Manager if any constituent taking in kind donations of any type without supervisor approval.
- Assist Manager and Department staff with administrative duties as needed. Complete any special projects assigned for Shelter Services. This includes but not limited to creation and maintenance of documents as well as assisting with reports.
- Deliver excellent customer service to all agency constituents including but not limited to visitors, vendors, volunteers, staff, clients, donors
- Ensure timely and informed communication with Manager at all times
- Pick up mail from post office as assigned.
- Order office or program supplies as needed.
- Report and complete incident reports within 24 hours. Review incident report(s) with Manager immediately.

- Support other agency activities and special events where needed. Attend trainings and meetings assigned.
- Perform other duties as requested

HOW TO APPLY

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

SAMARITAN HOUSE HR Specialist/Recruiter

4031 Pacific Blvd. San Mateo, CA 94403

E-mail: jobs@samaritanhousesanmateo.org 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.

ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the job description of Program Aide

Employee Signature

Date

Supervisor Signature

Date

Vice President of Human Resources

Date