

Job Class Title: Shelter Wellness Assistant

BASIC FUNCTION:

To perform custodial and food service duties in a shelter facility and assist residents and staff as directed; work with individuals experiencing homelessness in a shelter environment; and perform related duties as assigned.

EXAMPLES OF WORK PERFORMED:

1. Promote a diverse, culturally competent, and respectful workplace.
2. Politely welcome, greet and assist all clients and visitors with needs, answer phones, and provide routine information or direct individuals to the appropriate person.
3. Communicate relevant information accurately and timely to appropriate staff; ensure record keeping is consistent with established requirements.
4. Enter client information into the Client Tracking System when a client enters shelter.
5. Provide light janitorial services such as collecting and disposing of trash; cleaning and disinfecting rooms, bathrooms and common areas; and vacuuming/sweeping as necessary.
6. Inventory cleaning supplies and food and beverages provided to residents.
7. Assist with the distribution of food and beverages within the shelter.
8. Respond to safety concerns as necessary to ensure no improper conduct or unauthorized persons are inside facility and/or property.
9. Wear personal protective equipment such as gloves and masks as needed.
10. Clean county vehicles and assist with trash removal.
11. Drive County-owned vehicles to transport County residents to and from shelter facilities, depending on assignment.

(The work assigned to a position in this classification may not include all possible tasks in this description and does not limit the assignment of any additional tasks in this classification. Regular attendance according to the position's management approved work schedule is required.)

ESSENTIAL FUNCTIONS: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10.

SUPERVISOR/MANAGERIAL RESPONSIBILITY:

None.

INTERNAL/EXTERNAL RELATIONSHIPS:

Daily contact with residents while cleaning assigned areas, checking in residents, and providing food services; with shelter wellness supervisor or management regarding assignments and needed supplies; and with visitors by giving them directions. Ongoing contact with maintenance staff to report equipment repair needs.

IMPACT ON SERVICES/OPERATIONS:

Impacts the cleanliness, appearance, and safety of the facility to which assigned. Proper performance results in proper cleaning and sanitation of assigned work areas and the wellbeing and safety of staff and residents. Improper performance results in ineffective cleaning and sanitation of assigned work areas which could lead to unsanitary conditions, including spread of disease and infection to residents, visitors and staff. Improper performance may also lead to safety concerns for residents and staff.

WORK ENVIRONMENT:

Work is performed in a designated shelter facility, such as a church or local recreation center. Work involves standing, walking, bending, stooping and climbing, and lifting items weighing up to 50 pounds; may push items weighing up to 100 pounds or more while moving carts or similar devices. May be exposed to communicable diseases while cleaning in facility areas; may have exposure to cleaning products which

may be irritating to the skin or harmful if inhaled. Work involves exposure to cold weather conditions, dampness, odors from soiled clothing, dust, and noise.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Knowledge of cleaning products, equipment and proper methods of their use.
- Knowledge of safety measures to use when cleaning.
- Knowledge of Client Tracking System.
- Knowledge of client centered practice and trauma informed care.
- Ability to communicate effectively with residents and co-workers.
- Ability to maintain positive working relationships and work cooperatively with leadership and coworkers.
- Ability to deescalate conflict and contribute to a safe, welcoming environment.
- Ability to follow and carry out written and oral instructions.
- Ability to perform repetitive physical tasks over a considerable period of time.
- Ability to work in prolonged cold weather conditions.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal state and local standards.
- Ability to work overnight shifts.
- Ability to lift 50 pounds and push items weighing up to 100 pounds.
- Ability to stand and walk for prolonged periods of time.
- Ability to bend and stoop continually while performing duties.

MINIMUM QUALIFICATIONS:

Education: Sufficient to perform the functions of position. May have obtained these skills through completion of a High School Diploma or equivalency.

Experience: None.

Other: Ability to work overnight shifts. Must be 18 years of age or older.

Substitution: None.

Certifications/Licensure: Driver's License valid for the class of vehicle to be driven, depending on assignment.