



## **DESC Job Description - Page 1 of 2**

OPEN: May 4, 2009  
Job Title: **Assistant Day Supervisor**  
Salary: \$11.55 to \$13.31 per hour, depending upon experience  
Supervised by: Day Supervisor  
Union Status: Eligible for SEIU1199  
Hours: Full-time (37.5 hrs/week), Hourly, Non-exempt position

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### **JOB DEFINITION:**

Part of a 24 hours a day, 7 days a week team of professionals providing emergency shelter and support for homeless people and those needing crisis interventions. The Assistant Day Supervisor supports the shift supervisor and Shelter management team in ensuring the provision of basic services to clients and for the safe day-to-day operation functions of Shelter services; and supervises staff in the absence of the shift supervisor.

### **MAJOR DUTIES AND RESPONSIBILITIES**

- Assume responsibilities of Shift Supervisor when he/she is absent from the agency, and ensure all responsibilities of shift counselors are carried out.
- Maintain order and communicate/enforce agency rules and policies.
- Intervene in client crises (medical, mental health, interpersonal).
- Initiate and maintain appropriate social interactions with clients.
- Monitor dorms, bathrooms and dayrooms to maintain safety and security of clients and premises.
- Consult with other staff and/or outside agencies as needed regarding client issues and needs.
- Provide information on social/health services and procedures (in-agency and outside agency) to clients.
- Refer clients needing more extensive services to specialized program staff or to outside services, if appropriate.
- Screen referrals from other agencies.
- Work with and support community volunteers who volunteer during shift.
- Actively participate in staff meetings and in-service trainings.
- Assist with the preparation, organization, serving and cleanup of food service scheduled during shift.
- Maintain order and cleanliness of work area.
- Recruit and supervise client volunteers for regular volunteer tasks.
- Work scheduled hours at shelter stations and/or milieu coverage, and handle all duties of those areas.
- Monitor and ensure the return of all towels, blankets and other DESC property issued to clients.
- Register clients and document services provided during shift, in accordance with established procedures.
- Rotate to work a Courtesy Patrol Shift weekly to maximize continuity of care and service delivery to DESC clients.
- Ensure that DESC clients do not loiter, litter, fight, use or sell drugs or alcohol, or engage in other uncivil or illegal behaviors on the 500 block of Third Avenue and any additional areas into which the patrol may expand.
- Monitor all others on the block to discourage them from loitering, littering, fighting, use or sale of drugs and alcohol, or engaging in other uncivil or illegal behaviors.
- Provide assistance to homeless people and other who are experiencing crises caused by

- mental illness and/or excessive drug/alcohol consumption.
- Provide information about and referral to other services available in the community to homeless people and others in need.



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### **MINIMUM QUALIFICATIONS**

- Some college and/or experience in social service is desirable; personal experience and understanding of the downtown street population may be substituted.
- Ability to communicate and work effectively with staff from various backgrounds and disciplines.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behavior.
- Subscribe to the philosophy of cooperation and continuity across programs and of consideration and respect for clients.

### **APPLICATION PROCEDURE**

**Submit a Cover Letter and Resume to: DESC-DAS, ATTN: Human Resources, 515 3rd Avenue, Seattle, WA 98104, or email in Word document to [hr@desc.org](mailto:hr@desc.org), or fax to (206)-515-1501**

The Downtown Emergency Service Center is committed to diversity in the workplace, and promotes equal employment opportunities for all staff members and applicants. The Agency will not discriminate against any employee or applicant for employment on the basis of race, creed, color, sex, sexual orientation, age, national origin, marital status, or the presence of any sensory, mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women and minorities are encouraged to apply.