



DESC OPEN POSITION

Job Title: **ON-CALL COUNSELOR STAFF**

Pay: Pay \$10.30 per hour (Not eligible for Benefits)

Hours: Variable hours and workdays, including night, weekend & holiday shifts

Applications/resumes will be reviewed for staffing needs in the Shelter, Housing Projects, the Crisis Respite Program and our Connections day program. Work opportunities are available for all shifts (day, swing, night)

Job Definition

On-call Staff are employed in the Shelter, all Housing projects, the Crisis Respite Program, and the Connections day program to cover peak workloads and to fill-in for regular, full-time staff who are off work for any reason. Work performed is similar to, but more limited in scope than that performed by regular shelter and residential staff.

MAJOR DUTIES AND RESPONSIBILITIES

Shelter

- Initiate and maintain appropriate interactions with clients.
- Monitor dorms, bathrooms and dayrooms to maintain safety and security of clients and premises.
- Consult with staff as needed regarding client problems and needs.
- Maintain order and communicate/enforce agency rules and policies.
- Maintain order and cleanliness of work area.
- Work scheduled hours at shelter stations and/or milieu coverage and handles all duties of those areas.
- Register clients and document services provided during shift hours, in accordance with established procedures.
- Assist with shift-specific activities, such as the transition from day program activities to nighttime shelter or vice versa, or the preparation for and cleanup after meal service.
- 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, when appropriate.
- Work with and support community volunteers who volunteer during shift.
- Other duties as assigned.

Housing

- Operate all function in lobby offices, to include checking visitors in and out, answering telephones and monitoring security systems.
- Maintain safety and security by monitoring all general access areas.
- Enforce building rules.
- Respond to tenant complaints
- Respond to emergencies and initiate action as required, including contact of the emergency-response system as necessary.
- Work cooperatively with resident- and facilities-related staff sited at the housing projects, and with visiting staff.
- Contact outside service programs as needed for residents.
- Refer tenants to service-oriented staff as appropriate.

- Maintain daily log of building incidents.
- Perform routine maintenance/cleaning functions, including regular shift duty assignments.
- Initiate appropriate response to maintenance requests
- Unlock resident doors when residents are locked out.
- Other duties as assigned.

Other

- Be reasonably available to accept on-call shifts, as indicated at hiring, and be accessible by phone.
- Once a shift is accepted, work that shift from start to finish, except in extraordinary circumstances that makes this impossible.
- Notify the appropriate supervisor promptly if unable to work a scheduled shift, or if there is an extraordinary need to arrive late, take an extended lunch break or leave early.
- Attend to work responsibilities while on duty, and keep personal phone calls and other interruptions to a minimum.
- Maintain appropriate boundaries in interactions with shelter clients and housing residents.

MINIMUM QUALIFICATIONS

- Basic understanding of homelessness and general characteristics of the homeless adult population; some college and/or experience in social service are desirable.
- Ability to communicate and work effectively with staff from various backgrounds and disciplines.
- Ability to be timely and reliable in attendance.
- Ability to work and problem-solve independently as needed.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behavior.
- Subscribe to philosophy of cooperation and continuity across programs, and of consideration and respect for clients.

APPLICATION PROCEDURE

Complete an agency application or submit a letter of interest with a current resume to:

**DESC-OC
ATTN: Human Resource
515 Third Avenue
Seattle, WA 98104**

Cover Letter and Resume can also be e-mailed to – hr@desc.org

Or faxed 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. DESC 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.