



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

OPEN: June 15, 2008  
Job Title: **Shelter Counselor - Swing Shift**  
Pay: \$10.66 - \$12.34 per year depending on qualifications  
Supervised by: Shift Supervisor  
Hours: Full-time (37.5 hours per week)

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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. Shelter Counselors, in conjunction with other professionals, are responsible for the provision of basic services to clients and for the safe day-to-day operation functions of Shelter services.

### **MAJOR DUTIES AND RESPONSIBILITIES**

- 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, when 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 performs 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 hours, in accordance with established procedures.
- Ensure that information on registration sheets is entered into Shamis.
- Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

- Some college and/or experience in social service are 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 philosophy of cooperation and continuity across programs, and of consideration and respect for clients.
- Maintain an atmosphere conducive to a good night's rest.
- Ensure that information on registration sheets is entered into Shamis.
- Assist with transition from nighttime shelter to day program, facilitating any wake-ups and morning cleanup scheduled during shift.

### **APPLICATION PROCEDURE**

**Submit a Cover Letter and Resume to: DESC-SC, 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**



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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.