



Samaritan House is a non-profit organization that provides services to help meet the essential daily needs of more than 12,000 low-income people per year within San Mateo County, California.

MISSION

To improve lives, promote self-sufficiency, and preserve dignity by providing supportive services for all members of our community in need.

VISION

A caring community helping neighbors in need.

VALUES

We meet basic needs and encourage self-sufficiency.

We practice dignity and respect in all of our actions.

We are community-based and volunteer-driven.

We leverage community resources for maximum effectiveness.

We find and implement creative solutions for unique community needs.

We provide our core services without a charge to our clients.

For additional information, please visit our website at <http://www.samaritanhouse.com>.

POSITION DESCRIPTION

Position Title: ON-CALL SHELTER AIDE
Department: Safe Harbor Shelter
Reports to: Shelter Manager

POSITION SUMMARY

Under the supervision of the Lead Program Aide, Shelter Manager, or Shelter Program Supervisor, the On-Call Shelter Aide works on call for day, swing, and/or graveyard shifts (including evenings, weekends, and holidays) at Safe Harbor, a 90-bed South San Francisco shelter for homeless adults – some of whom have substance-abuse problems and/or mental illness – that seeks to provide the assistance clients need to regain their self-sufficiency. Under the direction of the Lead Staff, the On-Call Shelter Aide is responsible for assuring the security and safety of the residents and property/building during each assigned shift.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Enforce Shelter rules according to internal policies
- Deal with any concerns that arise, acting appropriately to resolve problems
- Respond to the needs of residents
- Supervise chores and clean-up
- Respond to emergency situations, e.g., accidents, fire, police, etc.
- Report any problems to supervisors or lead staff

- Arrive on time, according to schedule and duties
- Other duties as assigned

SPECIFIC ADDITIONAL DUTIES AND RESPONSIBILITIES VARY BY SHIFT

For weekday and weekend shifts

- Answer phones; meet visitors, volunteers and donors
- Fax information regarding the number of available beds to St. Vincent de Paul on a daily basis
- File and copy as needed
- Perform hourly walk-through of the facility inside and outside
- Assist case manager with bed count and roll ups as needed
- Maintain and update bus tickets spreadsheets
- Maintain kitchen and general supplies inventory and report to Shelter Manager
- Maintain company's vehicle with adequate amount of gas
- Pick up mail at the post office on Mondays, Wednesdays, and Fridays
- Pick up food for dinner
- Take in donations received at the Shelter
- Put away all linens
- Maintain all necessary Shelter forms and paperwork as needed

For swing shift

- Perform check-ins/intakes of new Shelter residents; provide orientation services, and explain Shelter rules and procedures to new residents
- Monitor front desk
- Oversee sign-in sheet
- Perform hourly walk-through of the facility inside and outside
- Distribute towels, blankets, hygiene products, etc.
- Set up for dinner
- Monitor TV usage
- Ensure kitchen area is clean
- Administer warning notices
- Oversee chores

For graveyard shift

- Pick up foodstuffs for morning
- Take two headcounts during the night
- Monitor and oversee client activities
- Perform indoor walk-through every half hour
- Perform outdoor inspection every hour
- Prepare morning coffee
- Set up for breakfast
- Ensure kitchen area is clean
- Administer warning notices
- Perform overall cleanup before end of shift

QUALIFICATIONS

- Minimum Education: High School diploma or GED. Some college preferred.
- Minimum Experience: At least one year of experience working within a residential facility, preferably including familiarity with dual-diagnosed individuals and mental health and/or substance-abuse issues.
- Must be able to communicate effectively in both oral and written form.
- Knowledge of / experience with / commitment to housing and homeless issues is essential.

EMPLOYMENT TERMS

On-Call Shelter Aides are part-time and non-exempt, substituting for regular staff. Working days, evenings, weekends, and holidays is required.

COMPENSATION AND BENEFITS

Compensation for this position is \$12.02 per hour, with no benefits.

APPLICATION

Interested candidates should direct a letter of interest and résumé to:

Samaritan House
4031 Pacific Blvd.
San Mateo, CA 94403
Via e-mail: info@samaritanhouse.com
Via facsimile: (650) 589-6745
No phone calls, please!

Samaritan House is an equal opportunity employer.