



SUBSTITUTE STAFF

Shelter and Residential Sites

Bethesda Project

5/21/10

Substitute Staff provide critical support to our regular staff and play an important role in the care of our homeless and formerly homeless populations.

Substitutes are hired to work as **Residential Aides** at our housing sites, and as **Security Staff, Daytime Staff, Overnight Staff, Kitchen Staff,** and/or **Laundry Staff** at our shelter sites.

This position is on-call; i.e., hours are not guaranteed. Substitutes are contacted to cover shifts when regular staff are absent due to vacation, holiday, illness, or leave of absence. They may also be contacted when we need additional staff due to an increase in our shelter or resident population.

Weekday shifts are from 7am-3pm, 3pm-11pm, 11pm-7am, and 7pm-7am. Weekend shifts are from 7am-3pm, 3pm-11pm, 11pm-7am, 7am-7pm, and 7pm-7am.

Substitutes indicate their availability at time of hire and may modify their availability as necessary.

Depending on availability and experience, staff may be trained to work at more than one site, in more than one position.

Staff may work up to 40 hours per week.

GENERAL RESPONSIBILITIES FOR EACH POSITION:

RESIDENTIAL AIDE (Transitional and Permanent Housing Sites)

- Supervise the morning self-administration of medications.
- Assist the residents in making and fulfilling medical and legal appointments.
- Assist the Case Manager in arranging for residents' participation in programs supporting their mental, physical and spiritual recovery.
- Coach residents in fulfilling plans for assisted daily living.
- Participate in house and floor community meetings.
- Oversee Community Life on assigned floors, including volunteer visits, activities, and special events.
- Oversee the cleanliness of the residents' rooms.
- Follow through on the house chore list and perform housekeeping duties as necessary.
- Collaborate with members of house team and demonstrate excellent attention to detail.
- Manage the house in the absence of the Program Coordinator.
- Maintain accurate and timely log.
- Arrange for minor repair work as necessary.

- Assist in collection of monthly rents.

Skill/Educational Requirements for Residential Aides:

- High school diploma with MH/D&A experience.
- Basic to intermediate computer skills (Microsoft Word and Excel, Internet and E-Mail).
- Strong interpersonal and organizational communication skills.
- Team-oriented disposition.

Physical Requirements for Residential Aides:

- Climbing four flights of stairs.
- Standing for extended periods of time.
- Bending and kneeling as necessary.

Pay rate for Residential Aide: \$10.00 / hour.

SECURITY STAFF (Shelter Sites)

- Greet shelter and daytime program guests with respect.
- Check for Purchase of Service (POS) forms from guests.
- Check incoming Day Program participants and shelter guests at the door. Search belongings for concealed weapons, drugs, contraband, and paraphernalia.
- Escort non-compliant program participants out of the building.
- Make sure that all volunteers and visitors sign in and out of the building.
- Keep track of the van key and schedule.
- Work with staff to enforce the behavioral code of conduct.
- Alert staff of any observable behavior that is suspicious or threatening.
- Report equipment malfunctions to Operations Manager or Housekeeping Supervisor.
- Patrol the building and outside area regularly during assigned shift.
- Implement safe restraint procedures on guests or staff who are likely to cause harm to themselves or others.
- Overnight security will patrol the building and the outside area at time of curfew.
- Keep an hourly log of all events and necessary information so that staff on next shift can be “in the know.”
- Accurately and promptly fill out incident reports.
- Contact police back-up by calling 911 if necessary.
- Attend bi-weekly staff meetings.

DAYTIME STAFF (Shelter Sites)

**Overnight staff hold similar responsibilities.*

- Assist with the supervision of each meal.
- Monitor administration of guests' medications.
- Assist with picture IDs as assigned or when necessary.
- Notify immediate supervisor and/or Site Administrator of any emergencies.
- Review Log book(s) each shift.
- Check Census Reports for each shift.

- Identify number of available beds upstairs and downstairs by checking the Weekly Attendance Record for discharges. Alert Social Service Supervisor or other designated staff of any changes throughout the shift.
- Check with the front desk for new admissions.
- Prepare Intake Packets for New Admissions that include:
 - Shelter Policies – to be signed by shelter guests
 - Medication sheet – when needed
 - MISIL form with bed assignment
- Add names of new guests to the Weekly Attendance Record on the 1st and 2nd Floors.
- Update the Weekly Attendance Record as needed and distribute copies to Administrative staff. Assist with the updating of Purchases of Service (POS's) as needed.
- Notify staff of any issues with shelter guests, including Hospitalizations, AWOLs, lack of work verification, etc.
- Review incident reports and consult with Supervisor about shelter issues.

KITCHEN STAFF (Shelter Sites)

- Assist in the preparation of meals, meal service, and clean up.
- Maintain the cleanliness of all kitchen and dining areas.
- Maintains the working order and cleanliness of kitchen equipment.
- Adhere to food handling safety regulations/procedures at all times.

LAUNDRY STAFF (Shelter Sites)

- Assure that all laundry is completed in a timely manner.
- Distribute toiletries and clothing donations to shelter guests.
- Maintain general order of laundry, clothing, and shower facilities.
- Assist Dayroom Staff as needed.

Skill/Educational Requirements for Shelter staff:

- High school diploma with MH/D&A experience.
- Basic to intermediate computer skills (Microsoft Word and Excel, Internet and E-Mail).
- Strong interpersonal and organizational communication skills.
- Team-oriented disposition.
- Knowledge of safe behavioral management techniques.
- Experience in Security preferred (*Security Staff*).
- Knowledge of food service (*Kitchen Staff*).

Physical Requirements for Shelter staff:

- Ability to escort disruptive individuals out of the building.
- Ability to stand throughout an 8-hour shift.
- Ability to walk and climb stairs as building security dictates.
- Ability to lift (50) pounds.

Pay rate for Security Staff: \$10.40 / hour.

Pay rate for other Shelter staff positions: \$10.00 / hour.