

THURMAN BRISBEN CENTER

Job Description

Job Title: Shift Coordinator (1st, 2nd and 3rd shift)

Reports To: Control Desk Manager

General Information: Part-time and full-time positions; Hourly; Non-Supervisory; Non-Exempt; Shift Work

Purpose: The Shift Coordinator (Shelter Assistant) provides continual staff presence at the Control Desk to manage, coordinate, organize and provide for client intakes, client orientation, bed assignments, medication control, receiving and recording donations, overseeing visitor and client entries and exits from the building, answering and routing incoming phone calls, and researching and reporting client criminal background checks to the intake team for intakes.

Duties and Responsibilities:

- Provide intake and orientation of new shelter clients
- Oversee, direct and manage residents/clients to enforce TBC Code of Conduct, procedures, policies, regulations and directives
- Assist volunteers as necessary with understanding of their roles while serving at the center
- Provide feedback on behavior by and issues of clients to the Control Desk Manager, appropriate case manager, and other TBC staff as required.
- Provide feedback and recommendations for improvement of rules, policies, operations in general and the condition and function of the facility to the Control Desk Manager and Daily Operations Manager.
- Record events and actions occurring during the assigned shift in the Shift Report, Daily Log Book. Pertinent events include, but are not limited to, names of clients and circumstances of disciplinary actions, especially if a client is exited from the shelter. Also record classes that were held, needed supplies, required repairs and maintenance, and other areas requiring attention
- Briefs and receives a briefing with the Shift Coordinator on adjacent shift(s). Reviews daily briefing from the departing Shift Coordinator
- Enters actual hours worked into HR Web or other designated database
- Presents in a professional manner. This includes, but not limited to, clean and neat appearance, appropriate attire, knowledgeable and authoritative relationship with shelter residents (clients)
- Other work-related duties as assigned

Specific Minimal Responsibilities for Each Shift:

- First Shift(8:00 AM – 4:00 PM)
 - Ensures clients are up on time (except night workers)
 - Ensures lunch is set up by staff or clients in the absence of Kitchen Operations person
 - Ensures clients perform scheduled housekeeping assignments
 - Performs rounds inside and outside of building
 - Performs screenings (property searches) of incoming clients
 - Completes intakes of clients as assigned
 - Writes and confidentially distributes shift reports
- Second Shift (4:00 PM – Midnight)
 - Ensures clients go to sleeping areas by “lights out”
 - Performs nightly check-in of clients at 7:00 PM
 - Ensures clients perform scheduled housekeeping assignments

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- Third Shift (Midnight – 8:00 AM)
 - Ensure clients adhere to lights out and lights on
 - Perform clerical and administrative duties of the control desk as assigned
 - Ensure breakfast is set up (ready to serve and its served) in the absence of the Kitchen Operations person
 - Complete client/resident intakes as necessary

Qualifications:

- A high school diploma or equivalent
- Caring and compassionate
- Dedicated and loyal
- Ethical and high principled, possessing personal integrity
- Communicates effectively both verbally and in writing
- Maintains client/resident and staff confidentiality
- Flexible and adaptable to rapidly changing situations
- Ability to promptly evaluate the shelter environment and social situations and to decisively act according to Code of Conduct and TBC policies
- Self-starter, able to work independently, perform well as a team member
- Diplomatic and persuasive, able to gain the willing cooperation of clients and volunteers; and, has the ability to be authoritative and assertive when required by the situation
- Mature with practical wisdom
- Maintains positive, constructive relationships with co-workers and general public
- Represents the Center in a professional manner
- Prioritizes and organizes work of self and in collaboration with others
- Applies organizational and administrative skills
- Manages time effectively and efficiently
- Performs well with multi-tasking and makes decisions promptly according to TBC Code of Conduct, policies, procedures and directives
- Willingness to assist other staff, volunteers, and residents