



## Position Description

---

**Job Title:** Shelter Assistant  
**Supervisor:** Shelter Operations Supervisor  
**Classification:** Non-Exempt  
**Salary Range:** \$14.50/hour

### **About UMOM New Day Centers:**

Founded in 1964, UMOM is Arizona's largest provider of services for families experiencing homelessness. Our mission is to prevent and end homelessness using innovative strategies and housing solutions that meet the unique needs of each family and individual. With an annual operating budget of 22 million dollars, UMOM provides shelter, housing, and supportive services to youth, families, and individuals experiencing homelessness in Maricopa County. UMOM serves just over 12,000 unique individuals across all our services annually, including those families receiving support at the Family Housing Hub.

### **Position Description:**

The Shelter Assistant is responsible for assisting clients in a 24-hour/7 days a week shelter program to ensure the safety, health, and well-being of all clients. This role will promote an environment of safety, support, and embrace a trauma-informed care model to working with clients.

### **Essential Duties and Responsibilities:**

- Provide friendly customer service to clients, volunteers, guests, and UMOM team members.
- Offer assistance, support, and encouragement to all clients in shelter by helping to meet immediate basic needs.
- De-escalate conflict in a safe and appropriate manner, responding to crisis as necessary by contacting on-call leadership, police, fire department and/or crisis team as needed.
- Assist with receiving donations, kitchen and facility clean-up, submission of work orders, and events.
- Support clients in understanding and following the program guidelines and policies, providing written documentation when appropriate.
- Engage clients when appropriate to connect them with resources and case management.
- Monitor shelter site in order to ensure the safety and security of all clients.
- Conduct room searches as needed and monitor client move-outs.
- Provide transportation to clients as appropriate and directed by supervisor.
- Oversee the traffic and communication related to shelter operations ensuring all proper procedures are followed.

### **Qualification and Competency Requirements:**

#### Experience and Education

- HS Diploma/GED required
- 1 years of professional experience in social services, strongly preferred
- Previous experience in working with low-income/at-risk/homeless individuals or vulnerable populations, strongly preferred
- Ability to develop strong relationships within a fast-paced, collaborative setting that values diverse opinions; enthusiasm for helping drive change as UMOM becomes a more data-driven organization

#### Computer skills

- Proficiency with applications including Microsoft Word, Excel, Power Point, and Outlook

#### Compliance:

- Valid Level One Fingerprint Clearance Card or the ability to obtain one. (Youth site position compliance requires applicants to possess a valid card prior to application.)
- Valid AZ driver's license and a driving record that falls within UMOM's policy.

**Additional Attributes:**

- High level of attention to detail and ability to multitask
- Ability to exercise excellent independent judgment and ownership of decisions
- Ability to organize, meet deadlines and prioritize appropriately
- Excellent communication skills (both interpersonal and written)
- Willingness to learn and implement best practices in the field
- Willingness to embrace and actively support UMOM's core values