



_____ Staff Signature	_____ Date
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**TITLE:** Client Services Coordinator, Shelter  
**CLASSIFICATION:** Regular, FT, Non-exempt  
**FUNDING:** Grant dependent

**SUPERVISOR:** Director, Shelter Services - Round Rock  
**DEPARTMENT:** Client Services

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**ESSENTIAL FUNCTION:** Assists in the daily functioning of the shelter, providing trauma-informed client and shelter support services.

**DUTIES AND RESPONSIBILITIES:**

- Act as first point of contact for callers, new shelter residents, volunteers, and vendors
- Maintaining inventory of supplies (food, cleaning products, office supplies)
- Update daily client lists to ensure adequate counts of shelter residents
- Follow all Food Bank requirements for pantry and food storage, including daily temperature checks of all refrigerators
- Contact clients waiting for shelter when space is available
- Provide hotline, intake, crisis intervention, advocacy and case management services in-person and on the hotline, informally assessing for emotional, physical, social, and educational needs and formulating individualized service plans.
- Facilitate support, social skills, and education groups for adults and children.
- Act as a positive role model for parent-child interactions, using rewards and non-physical consequences.
- Actively seek out and liaison with relevant community agencies and resources in order to create a continuum of services that elevates the best interest of clients.
- Ensure an adequate level of housekeeping to provide a clean and safe environment for residents, reporting any needed repairs. This can also include organizing closets and pantries, sorting donations, and readying rooms for new clients.
- Assure the alarm systems are armed and working properly.
- Cover on-call rotation, responding to survivors in community settings such as hospitals, law enforcement agencies and other social service organizations.
- Maintain communication with others and work to fulfill the agency's mission, vision and philosophy. This includes attending regularly scheduled team meetings.
- Recognize personal emotions, thoughts and values and how they influence behavior, managing their effects on service provision.
- Report any incident of child or elder abuse to the appropriate Hope Alliance team member.
- Assist with the collection and maintenance of data for statistical and programming purposes.
- Assist with recruitment, training, and engagement of volunteers and interns as well as community education efforts.
- Perform other duties as assigned by VP of Client Services and/or the Chief Executive Officer.

**QUALIFICATIONS AND EDUCATION:**

- Minimum of a Bachelor's Degree in Human Service field, preferably in Social Work. Relevant experience can be substituted.
- Two years of experience providing residential services to adults and children, with demonstrated ability to respond to individuals in crises and maintain confidentiality.
- Experience with information analysis, supply management, and inventory control.



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- Familiarity with the network of social services including children’s services, benefit providers, mental health, and criminal justice agencies in the Williamson County area.
- Must be able to successfully complete the agency-provided State Certification Training, during evening and weekend hours, within 90 days of hire date, and successfully complete a written exam and skills assessment designed to evaluate the special knowledge and skills required for continued certification.
- Must be able to maintain State Certification by documenting annually: six hours of continuing education and the provision of 100 hours of direct services at minimum.
- Experience prioritizing independently, managing multiple and sometimes competing tasks, and meeting deadlines and desired outcomes.
- Experience working with allies and partners such as law enforcement.
- Adequate personal health, social maturity, emotional stability and effective stress management skills.
- Sensitivity to varying cultural, ethnic, and social backgrounds, values, attitudes, and languages, as well as tact, poise, professionalism, diplomacy, teamwork, humor, and ability to interact with people from all walks of life.
- Computer proficiency in email and productivity software products.
- Ability to stoop, bend and lift 30 pounds as well as the ability to move about inside the office to access file cabinets and other office equipment.
- Routinely use computer and other office equipment such as phones, fax, printer, and copier.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is typically working in a climate-controlled office environment but sometimes exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

- Normal workday physical activity includes frequent sitting, standing and walking.
- Requires employee to use hands, arms, legs, neck and head while performing tasks.
- Requires occasional twisting at desk when answering phone or keyboarding.
- Requires retrieving files by pulling and pushing cabinet drawers with occasional bending, squatting, kneeling, and reaching above shoulder level.
- Requires frequent data entry into computer keyboard.
- Requires extensive speaking in person and on the telephone with staff and others.
- Requires occasional lifting and/or moving up to 30 pounds.

**SCHEDULE REQUIREMENTS:**

- Required 40-hour work weeks.
- Cover on-call rotation, responding to survivors in community settings such as hospitals, law enforcement agencies and other social service organizations.
- Schedule is subject to change as assigned by Shelter Director to meet agency needs.