Milwaukee Women's Center/Community Advocates
Client Support Staff Job Description
Part Time (30 Hours/Week)

This position is responsible for the routine operation of the FSC/MWC Shelter during scheduled hours. The CSS collaborates with all shelter staff, and reports to the Operations Manager of Emergency Shelter Services. Responsibilities include, but are not limited to:

- Reviewing previous shift reports.
- Obtaining daily bed count from Intake Specialist to then assist with warm transfers from 211 (Coordinated Entry) should the Intake Specialist need assistance….otherwise all DV calls are to be handled by CSS.
- Processing and documenting incoming calls on the 24-hour crisis line/211 Referrals- for potential Homeless families and DV victims and families. Advising Volunteers and Interns on acceptable methods as they relate to the crisis line.
- Monitor residents exiting the shelter Monday-Friday between 10AM-2PM.
- Inspection of bags once residents return into shelter. Confiscation of all weapons and disposal of all foods and beverages.
- Complete intakes and/or outtakes for families residing at the FSC/MWC Shelter. Including: providing tours for families during intakes and cleaning and preparing rooms when residents leave the shelter for the next family. Improper outtakes require packing entire room should a resident or family not return and placing their personal belongings (labeled) in the utility closet for storage of no more than 24 hours. Linens are to also be washed/dried and put away.
- Consistently update daily shift reports and keeping Case Managers/Ops Manager/Shelter Manager/Intake Specialist informed; this includes the room census.
- Helping to maintain the cleanliness of the shelter and keeping order at all times.
- Head Count- to prepare and serve lunch (please utilize help of staff, volunteers and interns as needed).
- Complete room inspections on each floor. Make rounds every other hour throughout the entire facility to ensure that systems are running safely.
- Print out children's bus list and fax it to Lakeside Bus Company and to the Homeless Education Program. Complete Homeless Education Act applications.
- Serve as an internal and external liaison by reporting all incident details of the shelter to the Case Managers, Shelter Manager and COO. This also means

behaving in a professional manner at all times when interacting with staff, clients, volunteers, interns and community organizations.
- Function as a team player in order to meet the goals and objectives of the FSC/MWC Shelter and in supporting our mission.
- Perform other tasks as assigned by the Manager of Emergency Shelter Services.
- Overtime must be pre-approved on each shift by Shelter Manager/COO.

Send cover letter/resume to jobs@communityadvocates.net, no later than Friday, June 29, 2018.