

# **Del Norte Senior Center**

## **Mobile Shower Service List Manager** Non-Exempt Hourly Position

**Program:** Mobile Showers

**Supervisor:** Mobile Shower Service Supervisor

### **Description:**

Under the general supervision of the Mobile Shower Service Supervisor, the Mobile Shower Service List Manager delivers mobile hygiene services (showers and toilets on wheels) to people experiencing homelessness or housing insecurity. This position is responsible for ensuring that services run according to schedule by managing guest list and shower times.

### **Essential Duties and Responsibilities**

- Work cooperatively with other staff and management to insure the efficient and effective delivery of services to those experiencing homelessness and housing insecurity; maintain a pleasant and professional attitude at all times.
- Foster a safe, respectful and welcoming environment for shower service guests, volunteers and partners. Maintain positive, respectful, non-confrontational behaviors at all times, deescalate tense, high pressure, and emotionally charged situations.
- Orient new guests to hygiene services offered and review community rules for participation. Maintain schedule of shower participants during service. Collect signatures for release of liability waivers, complete daily reports, enter data using designated data collection tools provided.
- Maintain inventory of supplies.
- Perform other duties related to service delivery and operations of mobile hygiene unit as necessary and as assigned.

### **Knowledge, Skills & Abilities**

- Personal values consistent with the philosophy that all people deserve dignity and respect and are to be served with a high level of care where they are, not where we think they should be.
- Excellent communicator, and active listener with the ability to remain calm under pressure, redirect negative interaction, communicate clearly, troubleshoot, and solve problems.
- Ability to read, write and speak English with sufficient proficiency to understand, accurately interpret and follow specific written policies and procedures and verbal direction for program implementation and to accurately communicate guidelines and educational materials to others.
- Ability to work independently following general oral and written direction, as well as specific policies, procedures, regulations, and guidelines.
- Ability to use electronic data collection systems and mobile input devices.
- Ability to maintain professional working relationships with a variety of different personalities, including the ability to maintain positive relationships with guests within acceptable professional boundaries. Ability to maintain confidentiality.
- High standard for professional and personal integrity.

**Physical Abilities**

- Good physical health and the ability to maintain appropriate physical hygiene; ability to lift up to 50lbs., ability to bend, push, pull, kneel, stoop, climb, balance and carry materials and equipment safely.

**Licenses and Certificates**

- Valid California or Oregon driver's license, depending on residency; clean driving record.

**Working Conditions**

- Work is performed primarily outdoors at various locations within Del Norte County where health and safety considerations exist from physical labor; including work on wet and potentially slippery surfaces and interaction with clients who may be living with mental health, drug and alcohol challenges.

**Minimum Requirements**

- Any combination of education and experience that would demonstrate the ability to meet the requirements of the position. Prior work with the homeless or other vulnerable populations is highly desirable.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received a copy of this job description and understand the duties and qualifications expected of me.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date