

Del Norte Senior Center
Mobile Shower Service Supervisor
Non-Exempt Hourly Position

Program: Mobile Showers

Supervisor: Programs Manager

Description:

Under the general supervision of the Programs Manager, the Mobile Shower Service Supervisor delivers mobile hygiene (showers and toilets on wheels) to people experiencing homelessness or housing insecurity. This position is responsible for driving the mobile hygiene unit and managing all aspects of shower unit cleanliness, safety, and maintenance.

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.
- Drive mobile hygiene unit (20' trailer) and manage all aspects of shower unit cleanliness, safety, and maintenance. Manage daily set-up, breakdown, activation, and deactivation of the mobile hygiene unit including but not limited to, water hook-up, propane connections, and the discharge of gray and black water.
- Orient new guests to hygiene services offered and review community rules for participation. Collect signatures for release of liability waivers, complete daily reports, enter data with designated data collection tools provided.
- Clean and prepare shower units between each use to ensure sanitary conditions in between showers, and weekly deep cleaning.
- Follow all policies, procedures, and safety protocols.
- Participate in team meetings to develop and refine service delivery, safety and guest service protocols.
- Maintain inventory of supplies.
- Train new staff and volunteers as assigned.
- 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 drive and safely maneuver a full-size pickup with a trailer of at least 20 feet in length, including the ability to back up and place the trailer in a specific desired location.
- 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 50 lbs., ability to bend, push, pull, kneel, stoop, climb, balance and carry materials and equipment safely. Sufficient manual dexterity to securely connect hoses and gas connections; operate switches and to use cleaning hoses, mops, brushes and other tools.

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; handling of sharp objects, tools and equipment; use of cleaning and disinfection products; work on wet and potentially slippery surfaces. Work requires driving a pickup with attached trailer where safety considerations exist from other drivers and varying road conditions.

Minimum Requirements

- Experience and demonstrated ability driving a pickup and attached trailer required. 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