

## Reports to Drop-In Shelter Manager

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### **Shelter Health Assessment Coordinator – DIS**

#### **SUMMARY OF PRIMARY FUNCTION**

Under the oversight of the Shelter Manager, a Shelter Health Assessment Coordinator is responsible for assessing and diverting guests experiencing symptoms consistent with COVID-19 to emergency medical care or to the Medical Respite Center. Shelter Health Assessment Coordinators work with in-person volunteers and staff to ensure each guest presenting at shelter receives an initial symptom screening, collaborate with virtual nurse volunteers to provide in-depth screenings for guests who report or present with symptoms, and coordinate referrals to medical respite and/or emergency departments as necessary.

#### **ESSENTIAL RESPONSIBILITIES/DUTIES**

1. Open and set up the on-site trailer at the beginning of each shift; connect via tablet to virtual nurse volunteer(s), connect secondary tablet to moveable stand to assist with initial screenings as necessary. Review any communication about shelter guests from Public Health staff.
2. Orient and train in-person volunteers on health assessment protocols, including screening shelter guests, maintaining confidentiality, and appropriate use of personal protective equipment (PPE).
3. Create a welcoming environment for new and returning guests, including greeting shelter guests as they arrive, explaining the purpose and process of symptom screening, and answering any questions guests may have about diversion from shelter due to symptoms.
4. Treat guests with respect and professionalism by practicing active listening, preserving guest confidentiality, avoiding power struggles, and maintaining patience in difficult situations.
5. Conduct initial screenings outside, using the COVID-19 Screening and Triage Tool. Ensure all guests are wearing masks and wash their hands before entering shelter.
6. Divert any guest who reports or presents with symptoms, registers a fever, or is identified as a contact to a COVID-19 case to the on-site trailer. Facilitate an in-depth screening with a virtual nurse volunteer and refer to shelter, medical respite, or emergency care as recommended.
7. Follow the COVID-19 Screening & Medical Respite Referral Protocol; complete and submit all necessary documentation and arrange transportation for shelter guests as necessary.
8. Communicate effectively with community partners to best serve shelter guests, especially those providers focused on treating, preventing, and slowing the spread of COVID-19.
9. Encourage shelter guests to engage in other on-site health and prevention services, including COVID-19 testing, flu shot clinics, and medical outreach.
10. Work effectively as a member of the shelter team, including maintaining open lines of communication, consulting about guest needs or situations, cooperating to complete tasks, and engaging in shared decision-making, as appropriate.
11. Collaborate with Shelter Case Managers to identify and assist guests who may need access and connection to primary care for ongoing health issues.

12. Inventory health assessment documents, supplies, and PPE; request more as needed.
13. Ensure all electronics and supplies are stowed away and the trailer is secured at the end of each shift; report to City staff about whether the trailer was used.
14. Communicate shelter rules and policies; set limits with guests as appropriate, in keeping with a low-barrier shelter model.
15. Identify and intervene productively in emergency situations, including medical emergencies, mental health crises, and interpersonal conflicts.
16. Engage in ongoing training, coaching, and education related to de-escalation, substance use, mental health symptoms, and other professional skills (provided by Porchlight). Complete certifications as required.
17. Maintain thorough and timely documentation of incidents, guest situations, and services provided, in keeping with program guidelines.
18. Attend and participate productively in weekly team meetings.
19. Maintain appropriate professional boundaries with guests, including refraining from engaging in social relationships or exchanging money/goods with guests. Report preexisting relationships that may cause a conflict of interest to the Shelter Manager.
20. Sweep, mop, wipe surfaces, take out trash, and perform other cleaning tasks as required to maintain a safe and sanitary environment throughout the shift. Use personal protective equipment (PPE) and follow appropriate protocols when cleaning bodily fluids.
21. Perform other duties as assigned.

### **Teamwork & Collaboration**

1. Work in collaboration with program and all other agency staff to facilitate a team environment.
2. Demonstrate and model effective communication skills in building relationships with all guests and employees.
3. Create good working relationships with other service providers.
4. Participate in the development and implementation of Porchlight's strategic plan.

### **Porchlight Values & Culture**

1. Treat all guests, employees, and visitors with caring, kindness, respect, and dignity.
2. Strive to reduce barriers to housing, shelter, and services.
3. Help to create an environment that values diversity and promotes racial equity.
4. Adhere to all Porchlight policies, procedures, code of conduct, and attendance rules.
5. Maintain strict confidentiality of all information.
6. Adhere to Porchlight policies in the use of computer technology and tele-communication devices.
7. Conduct oneself in accordance with appropriate and expected professional boundaries and policies.

### **QUALIFICATIONS**

1. Genuine desire to work with people experiencing homelessness, including those with mental illness and/or chemical dependency (experience working with these populations preferred).
2. Ability to communicate and work effectively with staff and guests from various backgrounds.

3. Ability and willingness to work effectively and professionally with guests displaying a wide range of challenging, unpleasant, and/or unusual behavior.
4. Willingness to work on site in an environment with numerous other individuals and to wear personal protective equipment (provided).
5. Proficiency with computers and tablets, experience with data tracking spreadsheets.
6. Attention to detail, ability to complete thorough and accurate documentation.

**PHYSICAL DEMANDS & WORK ENVIRONMENT**

The following physical demands are representative of those required by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be available to enable individuals with disabilities to perform the essential functions.

<b>Function</b>	<b>24% or less</b>	<b>25% - 49%</b>	<b>50% - 74%</b>	<b>75% or more</b>
Indoor environment: open office, shelter dormitories, facilities, etc.		X		
Outdoor environment: parking lot, grounds, on-site trailer, etc.			X	
Exposure to weather, extreme heat/cold, loud noises, fumes, airborne particles, toxic/caustic chemicals, risk of electrical shock and vibration	X			
Sitting		X		
Standing, kneeling, walking			X	
Bending, stooping	X			
Reaching, pushing, pulling		X		
Climbing stairs		X		
Lifting, carrying up to 15 pounds	X			
Repetitive, fine hand, finger, and foot movements			X	
Typing/data entry		X		
Operating various equipment		X		
Talking, hearing, interacting with coworkers, vendors, participants				X
Using office machines - phone, fax, computers, postage meter, etc.				X
Close vision			X	
Distance vision, field of vision, color/depth perception			X	

<b>Minimum Requirements</b>
Seeing, hearing, speaking
Reading, writing
Basic English comprehension, written and oral communication
Ability to lift 25+ pounds
Availability to work evenings, weekends, holidays