Job Title	**Emergency Housing Shelter Associate**
Program	**Emergency Housing Assistance Program**
Supervisor	**Emergency Housing Shelter Supervisor**
Classification	**Non-exempt**
Grade	**N-6**
Approved	**05/27/2026**

Job Purpose:
The Emergency Housing Shelter Associate supports and advocates for clients of Opportunities for Otsego's emergency housing residential facility, helping them attain permanent housing, employment, and other goals to achieve self-sufficiency. Responsibilities include ensuring compliance with procedures for shelter operations, supporting Independent Living Plans for shelter residents, ensuring a safe, clean environment for clients, stabilizing client food insecurity, record keeping, and writing reports.

Duties:
- Ensure compliance with established procedures for shelter operations
- Perform crisis intervention, supportive counseling, and advocacy, including supporting clients in addiction recovery and with mental/physical health issues
- Collaborate with other program employees to ensure that needs of residents are met
- Submit work orders and assist with maintenance and repair of the shelter building and equipment
- Ensure cleanliness, security, safety, and health of the shelter and residents
- Attend training workshops as assigned, including but not limited to: Motivational Interviewing, Engaging with Shelter Residents, Conflict Management and Crisis Intervention, and Hoarding and Homelessness
- Staff the program hotline, which includes answering calls and arranging housing for homeless individuals
- Provide Code Blue staffing, weather tracking and reporting
- Conduct Housing and Job searches to share the information with program applicants
- Motivate clients to perform required tasks as assigned
- Provide Conflict Resolution as needed
- Complete all documentation and reports required for program compliance and measurement of performance targets
- Strictly uphold confidentiality of clients, employees, and agency business inside and outside the agency
- Clean and prepare client rooms for incoming clients
- Distribute and maintain food in shelter's food pantry
- Maintain and update Community Bulletin Board
- Perform other duties as assigned

Minimum Education and Experience:
High School Diploma or GED/HSED; one year of relevant experience in human services; valid, unrestricted NYS driver's license preferred

Expected Skills:
Technical and service skills required by duties; client service orientation; accountability for results; teamwork; adaptability; reliability; basic computer skills (including, but not limited to: Microsoft Word, Excel, Outlook); strong communication skills (including telephone, email, and writing)

Working Conditions:
Work in typical office and the agency homeless shelter; work with clients in crisis; frequently requires working on holidays and may be expected to maintain coverage during inclement weather