



Homeless Services Center Community Safety Coordinator

Reports to: Community Safety Manager

Homeless Services Center (HSC) partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness – and we want you to be part of our team. HSC is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Job Description

Under the direct supervision of the Community Safety Manager, work within a broad framework of organizational policies and procedures to ensure that the Good Neighbor Policy and Homeless Services Center Rules are consistently followed and provide correction in an atmosphere of respect, empathy, and in the spirit of hope and recovery.

It is the responsibility of the Community Safety Coordinator, in accordance with our contracts, to:

- Follow all written policies provided by the Program Manager for Shelter Operations, that ensure that HSC ID cards or visitor badges are checked or issued for individuals entering the campus.
- Follow a written policy against harassment/discrimination that applies to both staff and clients of HSC. This policy contains clear language describing the consequences for violations of this policy. Kiosk staff will uphold the policy in interactions with clients and visitors.
- Follow written policies regarding incidents of racial hate speech and/or violence against staff or participants which require written incident reports by staff witnessing such incidents. Incident reports will include a description of the conduct, the date of the incident, the name of the individual engaging in the conduct (if known), the name of any staff member(s) who witnessed the incident, the consequences, if any, recommended or imposed on clients, any support or services requested by the client or staff member, and any action taken to remediate the problem
- Decline entry to the HSC campus to any individual who is identified on the most current ban list until such time that the client's ban status has been changed on the ban list. Upon request, they will provide a client written notice of the basis of their ban and the terms of the ban

Job Duties:

- Review ban list at the beginning of every shift to check for any changes.
- Greet each client as they approach the kiosk and determine their needs so that you can steer them towards the correct HSC services.
- Scan every client's ID card before entry on to campus and make sure to check if they have a ban on their profile and that they are a resident of an HSC program.
- If the client is banned, politely explain to them they are unable to receive services at this time
- Provide a warm welcome to the campus by staffing the gate kiosk and helping clients obtain on campus services.
- Ensure that HSC client ban procedures are followed consistently and fairly.
- Assist in conflict resolution and client engagement through trauma-informed de-escalation practices both on campus and in the surrounding businesses.
- Prepare and maintain related records including incident reports, and safety log.
- Perform related duties as necessary in an emergency.
- Help volunteers dropping off donations by directing them to the appropriate drop off location and enthusiastically thank them for their donation.
- Additional duties, as required.

Compensation:

\$15.00/hour. Health Insurance and PTO benefits begin after 90-day introductory period for full-time positions (30 hrs./week or more). Shifts available vary.

To Apply:

Please email a cover letter and resume to the attention of Human Resources at recruiter@santacruzshsc.org. No Phone calls or faxes. HSC is an Equal Opportunity Employer.