

HUMAN SERVICES JOB OPPORTUNITY!

WINTER RELIEF MONITOR (PUBLIC SERVICE ASSISTANT II)



The Position

The City of Fremont's Human Services Department is seeking temporary employees to work evening shifts, from 5:00 p.m. – 9:00 p.m. during winter months (approximately October 13, 2025, through April 30, 2026). This position plays a vital role in supporting the temporary Winter Relief emergency shelter program, which provides a safe and welcoming environment for individuals and families experiencing homelessness.

Winter Relief Monitors will work under the direction of a Senior Program Coordinator and be responsible for up to 20 hours of work per week.

Training will include topics including harm reduction, de-escalation, Critical Time Intervention (CTI), and local community-based resources.

Examples of Duties

- Foster a supportive and respectful environment through empathetic communication, addressing emotional challenges that may arise during participant transitions.
- Enforce program rules to maintain a safe environment by providing verbal warnings and educational support to promote understanding and voluntary compliance.
- Respond promptly to emergencies by assessing situations, contacting emergency services (e.g., 911), and communicating with property staff and public safety personnel.
- Operate a City of Fremont vehicle as required.
- Conduct daily room visits, distribute meals and supplies, and engage with participants to build rapport and understand individual needs.
- Collaborate in weekly team meetings for case consultation, providing input and developing strategies to support participants' connections to community resources.
- Maintain accurate records, including daily sign-in sheets, incident reports, and documentation of on-site activities.
- Perform other duties as necessary.



City of Fremont is an innovative city in the heart of the Bay Area and Silicon Valley, known for clean technology, advanced manufacturing, low crime, excellent schools, quality parks and a diverse population of over 230,504 residents. As a significant economic force in the region, Fremont aims for innovation in municipal government led by City Council and the City Manager.

Qualifications

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary to satisfactory job performance would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

Education

- High school diploma or equivalent.

Experience

- Social service experience or community work.

Special Requirements

- Must possess a currently valid Class C California Driver's License.

The Ideal Candidate

The Department seeks individuals who are compassionate and empathetic, with strong communication, excellent problem-solving, and solid organizational skills. We highly value prior experience supporting individuals experiencing homelessness or in social service settings. Familiarity with Fremont-area community resources is an advantage. A commitment to learning and applying Critical Time Intervention (CTI) principles is essential. Candidates should enjoy working in collaborative environments and with diverse populations.

Selection Process

- Complete online application and submit resume
- Individual/panel interviews
- Professional reference checks
- Fingerprint check for criminal history

The first review of applications is **September 5, 2025**. The recruitment may close without notice after the first review date, so interested candidates are encouraged to apply immediately.

Hourly Rate
\$24.00

The City of Fremont is an Equal Employment Opportunity Employer.

APPLY HERE