

WINTER RELIEF MONITOR (Public Service Assistant II)

Part-time, On-Call, Temporary | \$21.25 per hour



The Department

The City of Fremont's Human Services Department is recognized nationally and internationally for its innovation and effective programs. The Department works to sustain the City's social service infrastructure, which promotes a healthy and safe environment for all residents. The Department also directly offers services to residents throughout their life course from infants to elders. Services offered to families are designed to help them become or remain self-sufficient.

The Position

The City of Fremont's Human Services Department is currently looking for temporary employees to work evening shifts, from 4:00 p.m. – 9:00 p.m. From December 1st through April 30th, 2024, the City of Fremont will operate the Winter Relief Program to provide a safe and welcoming environment for individuals and families experiencing homelessness. Participants will have access to shelter rooms in local hotels and an opportunity to access additional services. Shelter monitors will work under the direction of a Human Service Specialist II.

This position will require up to 20 hours of work per week.



Human Resources Department
3300 Capitol Avenue, Bldg. B
(510) 494-4660 | humanresources@fremont.gov
www.fremont.gov/humanresources

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Examples of Duties

- This position is responsible for maintaining the health and safety of homeless individuals and families who are living on the streets or in their cars and need emergency shelter from cold weather and rain.
- Welcome all new program participants and work compassionately with those who may have difficulty engaging with service providers.
- Effectively resolve conflicts among participants and de-escalate potentially violent situations.
- Maintain a friendly, safe, and supportive environment by ensuring participant adherence to program rules, especially related to behaviors that may be unsafe.
- Respond appropriately to emergencies. As necessary, notify public safety personnel.
- Pick up meals and personal supplies and facilitate distribution to program participants.
- Maintain a collaborative working relationship with hotel staff.
- Maintain accurate records including a daily sign-in sheet.
- Daily use of email to submit detailed reports regarding participant attendance, supply needs, on-site incidents including any 911 utilization and/or emergency responder activity, and information about clients who may need additional medical or behavioral follow-up.
- Monitor and document room condition to ensure rooms are maintained in a clean and orderly fashion.
- Other duties as assigned..

Ideal Candidate

The Department is searching for friendly and compassionate candidates with the ability to effectively work with a diverse group, help participants feel welcome, and ensure a safe environment. Candidates with social service experience or experience working with the homeless population are strongly encouraged to apply.

Qualifications

Any combination of education and/or experience that has provided the knowledge and skills necessary for satisfactory job performance would be qualifying. A typical way to obtain the required knowledge and skills would be a high school diploma or equivalent, and some social service experience.

Compensation and Benefits

The hourly salary for this position is \$21.25.

This temporary assignment does not include benefits.



Application Process

How to Apply: Candidates may apply for this position by submitting a completed City application and resume through the online application system (Government Jobs) at:

<https://www.governmentjobs.com/careers/fremontca/transferjobs>

Applications will be reviewed upon receipt for possible participation in the selection process. Interested applicants are encouraged to apply immediately.

Selection Process

The process may include oral panel and individual interviews, professional reference checks, fingerprint check for criminal history, and other related test components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

Reasonable Accommodation: Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660 or emailing humanresources@fremont.gov.

The City of Fremont is an Equal Opportunity Employer.

The information contained herein is subject to change and does not constitute either an expressed or implied contract.