

# Operation Nightwatch

## Job Description

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JOB TITLE: On-Call Dispatch (overnight, security, supervisor)  
REPORTS TO: Shift Supervisor/Dispatch Manager

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### **JOB SUMMARY**

The Dispatch Center is open nightly to serve a meal and dispatch people to shelter. The on-call positions support the regular staff with checking in clients, maintaining the safety, security and order within the Dispatch Center and staffing the overnight shelters. Shifts and duties vary based on coverage needs.

### **Helping Clients**

1. Before opening, monitor the area for client presence in the neighborhood and deal with clients as appropriate.
2. At opening, welcome clients, monitor proper entry tickets and direct clients as needed.
3. Using all available resources work to place homeless clients in available shelter spaces.
4. Be available throughout the evening or overnight to assist clients and answer questions.

### **Working with Volunteers**

1. Welcome the volunteers. Assist and support them with any questions they may have.
2. Be alert to any incidents that may develop involving the safety of the volunteers. Be ready to intervene and assist as needed.

### **Working with Staff**

1. Work together with other dispatch staff to deal with any incidents.
2. Complete and maintain records, logs and reports, as required.
3. Communicate information, as required, with the appropriate staff.
4. Secure valuables (i.e. bus tickets, van keys, hygiene supplies, etc.) as appropriate.

### **Building and Neighborhood**

1. Ensure that the sites, including restrooms and kitchen, are ready before opening.
2. Ensure that the sites, (including kitchen and dumpster area) are tidy and secure before leaving the building after closing.
3. Transport to/from dispatch to shelter as needed.

### **Shifts:**

Overnight Shelter – 9pm-7am nightly

Security – 7pm-11pm nightly

Supervisor 7pm-11pm nightly

Perform other related duties as required including, but not limited to, opening and closing checklist tasks.

**ESSENTIAL JOB QUALIFICATIONS:**

1. **Education:** High school diploma or GED.
2. **Experience:** Experience working with people who are homeless and prior security experience.
3. **Other Qualifications:** Ability to work well in a chaotic environment. Communication skills as evidenced by the ability to express self clearly, both verbally and in writing.

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This Job Description reflects Operation Nightwatch’s best effort to describe the essential functions and essential qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

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Employee Review: \_\_\_\_\_ Date: \_\_\_\_\_