

POSITION DESCRIPTION

Position: Client Support Staff
Program: A Street Shelter
Reports to: Program Director

Status: Non-exempt
Date Prepared: 11/2019

POSITION SUMMARY:

The Client Support Staff is responsible for assuring quality service in a safe, non-judgmental manner to all program participants, compassionately and professionally as it relates to the specific program objectives. Objectives include promoting a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet individual needs. This process will be guest centered, based on the self-determination and an individual strengths of the participant. The principle of self-determination gives guests a sense of control and empowerment to actively overcome obstacles and maintain stability while giving them a voice in the development of their service plans. The strength-based approach to every aspect of response, placement, and stabilization will be utilized, encouraging participation in voluntary services. All services are provided with a housing first approach in a low barrier shelter environment. In addition, the Client Support Staff facilitates connections to mainstream and community-based services, including public benefits and/or entitlements; treatment resources for on-going recovery and health care needs and other services that may be continued once the guest is in permanent housing.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements including:
1. Continually reorients guests to shelter rules, rights, and responsibilities.
 2. On-going source of engagement, information sharing and problem solving for guests.
 3. Performs safety checks inside and outside facility.
 4. Brings pertinent guest issues to attention of Program Director.
 5. Key in controlling excessive noise or loitering from guests both inside and outside facility.
 6. De-escalate crisis before it develops and respond to crisis in an appropriate manner, providing emergency assistance to guests and co-workers as necessary.
 7. Assist other staff, partner agencies, and law enforcement as needed.
 8. Role model positive behavior to help guests as they work towards self- sufficiency.
 9. Complete all shift logs, observation logs, and incident reports.
 10. Perform housekeeping and other maintenance tasks such as changing light bulbs, plunging toilet, etc. as needed.
 11. Prepare areas for next guest.
 12. Maintain/monitor staff area cleanliness to meet health/sanitation requirements of city and county.
 13. Respond to all guest questions and concerns.
 14. Perform clerical duties on shift, i.e. answer telephone, record message and file as necessary.
 15. Establishes supportive, mutually respectful relationships with all guests.
 16. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 17. May perform other duties as assigned.

- B. Responsible for the assistance of training and development of new staff.
 - 1. Assist the Program Director in department orientation and training of new employees as requested to assure quality work outcomes.
 - 2. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for guests and all personnel.

- C. Responsible for self-development.
 - 1. Continually learn and enhance technical and interpersonal skills.
 - 2. Attend staff meetings and trainings

EDUCATION AND EXPERIENCE:

Prior experience working with homeless individuals who have many barriers to independence required. Experience working in a low barrier shelter preferred. The Client Support Staff must be willing and able to create an environment that is respectful, without ethnic or social prejudices with a trauma informed care approach. Working knowledge of motivational interviewing and client centered strength based approach strongly desired. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with guests with varying needs and levels of functioning in a low barrier program. This position requires demonstrated ability to communicate and comprehend oral and written instructions. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

Trauma informed care experience
 Oral and written communication skills
 Conflict management and de-escalating skills
 Willing and able to work using the low barrier practices
 Professional demeanor displaying dignity and respect
 Non-punitive, non-disciplinary approach
 Computer skills
 Organizational skills
 Problem solving
 Analytical and decision making ability

ANNUAL TRAINING REQUIREMENTS:

Best practices in ending homelessness: motivational interviewing, housing first, trauma informed care, harm reduction, and critical time intervention
 Person centered and strength based care
 Low barrier practices
 Moral injury and resiliency strength training
 Diversity and cultural sensitivity
 Working with chemically addicted and mentally ill individuals
 Understanding and identifying domestic abuse
 Mandated reporter requirements
 Non-violent communication, de-escalation, and practical assault responsiveness

Children's issues in family recovery and homelessness
Ethical standards and professional code of conduct
Cultural competency
Identifying and addressing staff co-dependency issues
Understanding and adhering to federal laws of confidentiality and HIPAA regulations
Communicable disease prevention and universal healthcare precautions
Food safety and food handling for all those who prepare or serve food
Emergency evacuation procedures
ADA requirements and reasonable accommodations
Prohibited harassment

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Physically able to safely maneuver weight distribution of a guest in an emergency situation
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally
Climb stairs where programs have more than one level
Be able to maneuver quickly in emergencies to assist guests as needed

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, guests, and all levels of staff. The Client Support Staff is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all guests and staff. Professionalism, tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Client Support Staff job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____