

POSITION DESCRIPTION

Position: Graveyard Shift Lead
Program: Adolfo Program Status: Non-exempt
Reports to: Program Manager Date Revised: 4/2019

POSITION SUMMARY:

The Graveyard Shift Lead is responsible for leading and providing 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 supportive interaction with program participants and team members, assessment of participant's needs, supporting the safety and the integrity of all residents, and performance of all work duties as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Assist Program Director and Program Manager with support staff work assignments and direction of duties as needed.
 - 2. Serve as a role model for support staff.
 - 3. Explain program rules and regulations to residents and facilitate resident's observance of the rules.
 - 4. Be alert when providing shift coverage and maintaining grounds security at all times. Conduct safety and security checks during designated periods.
 - 5. De-escalate crisis before it develops, respond to crisis in an appropriate manner and provide emergency assistance to clients and co-workers as necessary.
 - 6. Maintain all shift logs and complete incident reports as required.
 - 7. Assist in preparation of apartments for resident move-ins.
 - 8. Respond professionally to all client questions and concerns.
 - 9. Perform clerical duties on shift, i.e. answer telephone, record messages and file as necessary.
 - 10. Maintain clear, thorough, routine communication with all residents, team members and Program Manager.
 - 11. Assist on-site residents with minor problems and answer routine questions.
 - 12. Receive maintenance requests from clients.
 - 13. Check equipment in and out (i.e. vacuum cleaner), inspect for damage and maintain as needed.
 - 14. Perform housekeeping and other maintenance tasks as needed.
 - 15. Ensure completion of team member work assignments.
 - 16. Provide residents with a safe, non-judgmental environment.
 - 17. Comprehend and adhere to ethical standards and confidentiality laws.
 - 18. May perform other duties as assigned.

- B. Responsible for assistance with client development.

1. Address and report any biological, psychological, or social issues that promote disharmony, criminal, or otherwise non-productive behavior.
 2. Support the Program staff in implementing plans to assist the residents in the successful completion of the program.
 3. Assist with conflict resolution among clients when necessary.
 4. Role model positive attitudes and behavior to help clients as they work towards self-sufficiency.
 5. Write in Resident Log all activities of and interactions with each resident.
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Perform assigned leadership duties of support staff.
 2. Document and report all client concerns and/or infractions that can impact the program security.
 3. Complete all shift logs, observation logs, and incident reports daily.
 4. Monitor inventory of program equipment and supplies and take appropriate action to replace or restock as needed.
 5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 6. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 7. Communicate with on-site program staff, Program Manager, service providers and external county/state/city program representatives as required.
 8. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
 9. Maintain an above-average working environment for all clients and personnel.
- D. Responsible for the assistance of training and development of new staff.
1. Under the direction of the Program Manager, educate and train current and new employees as requested to assure quality work outcomes.
 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 3. Serve as part of the program development team by providing information and support for the development of quality operations.
 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

One year of experience in a lead or supervisory role is required. Experience in the social services field is required. A Bachelor's degree in social services, social work, or related field is preferred. One year of prior support staff experience is preferred. This position requires demonstrated ability to communicate

and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. The Graveyard Shift Lead must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills preferred. This position requires CPR and First Aid training within ninety (90) days of employment, and re-certification as necessary. A valid California driver's license and clean DMV record are required.

SPECIFIC SKILLS REQUIRED:

Ability to prevent and de-escalate crises and assist residents and staff in emergencies
Teamwork skills
Oral and written communication skills
Organizational skills
Analytical and decision making ability

PHYSICAL REQUIREMENTS:

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

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or Program Manager. 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, clients, and all levels of employees. The Graveyard Shift Lead is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. 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 Graveyard Shift Lead 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: _____