

## POSITION DESCRIPTION

Position: Lead Client Support Staff  
Program: Capitol Park Shelter  
Reports to: Program Manager

Status: Non-exempt  
Date Created: 6/2019

### POSITION SUMMARY:

In addition to all of the duties outlined below for the Monitor position, the Lead Client Support Staff is responsible for leading their team in the daily duties. The Lead Client Support Staff should first lead by example of their exemplary execution of shift responsibilities. In other words, the Lead Client Support Staff should lead by example. The Lead Client Support Staff should assign specific tasks to Monitors throughout their shift and closely observe to assure a quality performance. The Lead Client Support Staff will assist with the scheduling of staff for shifts in consultation with the Program Manager.

The Monitor is responsible for assuring quality service to all program participants in a compassionate and professional manner as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, 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 program.
  - 1. Supervise client activities and respond to all client questions and concerns.
  - 2. Explain program requirements and regulations to new clients and assure compliance.
  - 3. Coordinate meal preparation/service, room assignments, and other daily routines.
  - 4. Provide "awake" shift coverage and maintain grounds security and safety at all times.
  - 5. Provide emergency assistance to clients and co-workers as necessary.
  - 6. Perform housekeeping and other maintenance tasks as needed, i.e. change light bulbs, plunge toilet, clean up accidents/messes etc.
  - 7. Prepare rooms including sanitizing beds for next resident; maintain staff area cleanliness, etc.
  - 8. Address any behavior issues that create disharmony, criminal, or otherwise non-productive behavior.
  - 9. Positive role model, professional behavior including appearance and communication with others.
  
- B. Responsible for all areas of daily program maintenance in compliance with company policies.
  - 1. Complete all shift logs, observation logs, and incident reports.
  - 2. Document and notify management of client concerns, potential workflow problems and/or any exceptions to policy that can affect program security or safety.
  - 3. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  - 4. Maintain a working knowledge of fire, safety, and health standards to assure a safe work environment for clients and all personnel.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

One year supervisor or manager experience required. 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. Specific knowledge and experience with Twelve Step philosophy, mental illness, addiction and recovery, and dysfunctional family dynamics is preferred. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Must be able to function both independently and in a team environment. Tact, discretion, and resourcefulness are required at all times.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills

Ability to de-escalate crises and assist residents and staff in emergencies

Oral and written communication skills

Ability to assist other people in a compassionate manner while maintaining professionalism.

Organizational skills

Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program, or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary.

**PHYSICAL REQUIREMENTS:**

Lift and move up to 40 pounds

Physically able to safely maneuver weight distribution of a client in an emergency situation

Repetitive movements such as mopping or vacuuming

Ability to frequently climb stairs

Stand, walk, bend, stoop, sit frequently, and kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the 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:**

The Lead Client Support Staff supervises the Monitors on their assigned shift and is responsible to assist with training team members.

**NUMBER OF EMPLOYEES:**

Monitors 3-6

**This Lead 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.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_