

6. Task analysis of each job and translation of tasks to participants
 7. Assist participants with the development of their resumes and provide interviewing skills
 8. Help participants obtain appropriate work attire.
 9. Assist participants with establishing transportation access to and from work.
 10. Provide one-on-one and group trainings on job retention topics such as Ready to Work or Getting Ahead.
 11. Assist participants in understanding their work culture.
 12. Provide follow-up and/or aftercare to prior Reno Works graduates as requested.
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can impact the program security.
 2. Complete all shift logs, observation logs, and incident reports
 3. Monitor inventory of program equipment and supplies and take appropriate action to replace or restock as needed.
 4. Secure approval for exceptions to standard policy.
 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, Administrative Assistant, Regional Director, Operations and Compliance Director, service providers and external county/state/city program representatives as required.
 8. Direct available resources as required.
 9. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
 10. Maintain records of all work crew participants for each session.
 11. Provide documentation requested by funding source or Volunteers of America.
- D. Responsible for the assistance of training and development of new staff.
1. 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.

EDUCATION AND EXPERIENCE:

A bachelor's degree or equivalent experience serving the employment and/or case management needs of homeless or low-income participants is preferred. Two years hiring, supervising, and scheduling, is 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, persons with disabilities and reentry population. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Computer skills required. Requires CPR and

First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Valid Nevada driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Oral and written communication skills
Ability to de-escalate crisis situations and assist residents and staff in emergency situations
Organizational skills
Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 100 pounds with assistance
Physically able to safely maneuver weight distribution of a client in an emergency situation
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally
Climb stairs where programs have more than one level
Walk for long distances and on sloped ground and slippery and uneven surfaces
Be able to maneuver quickly in emergency situations to assist clients as needed

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Operations and Compliance 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 supervises the 10-12 person work crew on a daily basis.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of employees. The Crew Supervisor 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:

10-12 work crew employees report to this position.

This Reno Works Crew Supervisor 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 _____