

## **POSITION DESCRIPTION**

Position: Support Staff

Program: Reno Shelter Programs      Status: Non-exempt  
Reports to: Program Director      Date Prepared: 9/08

### **POSITION SUMMARY:**

The 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 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. Explain program rules and regulations to residents and facilitate residents observance of the rules.
  - 2. Coordinate meal preparation/service, bed/sleeping assignments, showers, laundering, and other daily routines.
  - 3. Provide "awake" shift coverage and maintain grounds security at all times. Conduct hourly safety and security checks during designated periods.
  - 4. De-escalate crisis before it develops and respond to crisis in an appropriate manner, providing emergency assistance to clients and co-workers as necessary.
  - 5. Maintain daily reports to provide statistical information.
  - 6. Perform housekeeping and other maintenance tasks as needed, i.e. change light bulb, plunge toilet, etc. Prepare rooms for next resident; maintain/monitor staff area cleanliness, etc. to meet health/sanitation requirements of city and county.
  - 7. Respond to all client questions and concerns.
  - 8. Perform clerical duties on shift, i.e. answer telephone, record message and file as necessary.
  - 9. Maintain clear, thorough, routine communication with all residents.
  - 10. May perform other duties as assigned.
  
- B. Responsible for assistance with client development.
  - 1. Support the Volunteers of America Staff in implementing plans to assist the residents in the successful completion of the program.
  - 2. Role model positive behavior to help clients as they work towards self- sufficiency.
  
- 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, Program Manager, Program 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.

D. Responsible for the assistance of training and development of new staff.

1. Assist the Program Manager and Program Director in department orientation and training of 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:**

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. 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 but not required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid Nevada driver’s license is required to operate any VOA vehicle.

**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 25 pounds  
 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  
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 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, clients, and all levels of support staff. The Support Staff 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 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: \_\_\_\_\_