

## **POSITION DESCRIPTION**

Position: Lead Support Staff  
Program: NV Cares Campus Shelter Services  
Reports to: Shelter Supervisor  
Status: Non-exempt  
Date Revised: 6/2022

### **POSITION SUMMARY:**

In addition to the Support Staff duties, the Lead Support Staff is responsible for leading their team in the daily responsibilities. The Lead Support Staff will first lead by example of their exemplary execution of shift responsibilities. The Lead 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 performing 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 Nevada Cares Campus.
1. Explain campus and program rules and regulations to participants.
  2. Ensure intakes are completed correctly for all programs.
  3. Make sure information is reported in HMIS correctly.
  4. Coordinate bed/sleeping assignments, showers, laundering, and other daily routines.
  5. De-escalate crisis before it develops and respond to the situation in an appropriate manner, providing emergency assistance to clients and co-workers as necessary.
  6. Maintain daily reports to provide statistical information.
  7. Perform housekeeping and other maintenance tasks as needed to meet the health/sanitation requirements of the city and county.
  8. Complete shift logs, incident reports, and banning notices as appropriate.
  9. Respond to all client questions and concerns.
  10. Respond to all employee questions and concerns, provide direction to Support Staff as needed.
  11. Perform clerical duties on shift, i.e., answer telephone, record messages, and file as necessary.
  12. Check people into campus as needed.
  13. Maintain clear, thorough, routine communication with the Nevada Cares Campus Leadership team and Washoe County staff.
  14. Assist Shelter Supervisors with Support Staff work assignments, the direction of duties, and scheduling as needed.
  15. Respond to and address Support Staff scheduling emergencies. Provide emergency shift coverage as needed.
  16. Serve as the point person for emergencies. Assess the immediacy of the emergency, and notify the Nevada Cares Campus Leadership team and Washoe County staff when appropriate.
  17. Report any noted issues, including staffing, client, personnel, safety, etc., to the appropriate Nevada Cares Campus Leadership team member.
  18. Perform other program-related duties as assigned.

- B. Responsible for assistance with client development.
  1. Support the Nevada Cares Campus Leadership team in implementing plans to assist the residents in successfully completing 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's security.
  2. Complete all shift logs, observation logs, incident reports, and banning notices.
  3. Monitor program equipment and supplies inventory 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 to provide adequate/safe staffing coverage and accomplish program objectives.
  7. Direct available resources as required.
  8. Perform assigned leadership duties of Support Staff.
  9. Responsible for site activities and outcomes in the absence of the Shelter Supervisor.
  10. 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 Shelter Supervisor in department orientation and training new employees as requested to assure quality work outcomes.
  2. Identify ongoing training for new and existing staff and report needs to management.
  3. Serve as part of the program development team by providing information and support for developing quality operations.
  4. Maintain an above-average working knowledge of fire, safety, and health standards to assure a 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 and complete required certifications, i.e., CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

Must have a high school diploma or GED. Six months of experience working with the homeless population is required. Demonstrated ability to write accurate and timely reports. Experience leading or directing teams is highly desired. Homeless shelter experience preferred. Must have extensive knowledge of the shelter and outreach policies and procedures or the ability to interpret the policies and procedures and ensure adherence to the policies and procedures. Will have a 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 be willing to function as a team member. Computer skills required. A valid Nevada driver's license, proof of insurance, and the ability to meet the organization's insurance carrier guidelines are required.

**SPECIFIC SKILLS REQUIRED:**

Ability to interpret policies and procedures and answer questions.  
Ability to proactively resolve problems.  
Teamwork skills  
Oral and written communication skills  
Ability to de-escalate crisis situations and assist residents and staff in emergencies  
Organizational skills  
Computer skills  
Analytical and decision-making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 40 pounds  
Physically able to safely maneuver the weight distribution of a client in an emergency  
Stand, walk, bend, stoop, and sit frequently  
Climb stairs as needed  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are often performed independently with accessible guidance and direction from the Shelter Supervisor and Directors. Must be able to function independently and in a team environment to achieve operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position leads the Support Staff that are on their shift.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of employees. The Lead Support Staff is responsible for promoting the 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:**

Under the direction of the Shelter Supervisor, this position leads approximately 25 Support Staff on their shift.

**This Lead 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 outlined above.

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