

## **POSITION DESCRIPTION**

Position: Support Staff  
Program: DHS & OTL  
Reports to: Program Manager

FLSA Status: Non-exempt  
Date Revised: 06/2023

### **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 integrity of all residents, and performing all work duties as required. Work is performed in a cost-effective and service-oriented manner related 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 appropriately respond to the crisis, 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 a 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 messages, 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 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, 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 to provide adequate/safe staffing coverage and accomplish program objectives.
7. Communicate with on-site program staff, Program Manager, 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 in department orientation and training of new employees as requested to ensure 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 ensure 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 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 are preferred but not required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary, and annual T.B. testing. A valid California driver's license is required to operate any VOA vehicle.

**SPECIFIC SKILLS REQUIRED:**

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

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
 Physically able to safely maneuver the weight distribution of a client in an emergency  
 Stand, walk, bend, stoop, and sit frequently  
 Kneel occasionally

Climb stairs where programs have more than one level  
Be able to maneuver quickly in emergencies to assist clients as needed

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are often performed independently with accessible guidance and direction from the Program Manager or designated lead. Must be able to function independently and in a team environment working towards attaining operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise. However, it 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 staff. The 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:**

No employees report to this position.

**This 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: \_\_\_\_\_