

POSITION DESCRIPTION

Position: Support Staff Status: Non-exempt Program: Meadowview Navigation Center Date Created: 9/2020

Reports to: Program Director

POSITION SUMMARY:

The Support Staff is responsible for assuring quality service to all program guests in a compassionate and professional manner as it relates to the specific program objectives. Objectives include supportive interaction with program guests and team members, assessment of guest'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. On-going source of engagement, information sharing and problem solving for guests using trauma informed, strength-based, compassionate, and professional approach.
 - 2. Explain program requirements and regulations to new guests and assure compliance.
 - 3. Continually reorients guests to rules, rights, and responsibilities.
 - 4. Coordinate meal preparation/service, room assignments, and other daily routines.
 - 5. Provide "awake" shift coverage and maintain grounds security and safety at all times, indoor and outdoor.
 - 6. Provide emergency assistance to guests and co-workers as necessary.
 - 7. Perform housekeeping and other maintenance tasks as needed, i.e. change light bulbs, plunge toilet, clean up accidents/messes etc.
 - 8. Prepare for new guests including sanitizing beds and sleeping areas.
 - 9. Cleaning and sanitizing of all common areas including restroom and laundry areas and staff areas both indoor and outside.
 - 10. Assures toiletry and cleaning supplies are stocked and secured.
 - 11. Address any behavior issues that create disharmony, criminal, or otherwise non-productive behavior.
 - 12. Uses de-escalation techniques as needed.
 - 13. Takes pertinent guest issues to the Case Management team.
 - 14. Positive role model, professional behavior including appearance and communication with others.
 - 15. Perform other reasonably related duties as assigned.
- 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 guest 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 guests and all personnel.

EDUCATION AND EXPERIENCE:

This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to difficult guests without ethnic or social prejudices while using evidence-based practices to end homelessness. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, women, 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. Must be able to function both independently and in a team environment effectively. Tact, discretion, and resourcefulness are required at all times.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Ability to de-escalate crises and assist guests 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 guest in an emergency situation
Repetitive movements such as mopping or vacuuming
Ability to climb stairs regularly
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 manager or 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:

None