



**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