POSITION DESCRIPTION

Position: Support Staff                      Status: Non-Exempt
Program: El Dorado Navigation Center      Date Created: 10/2022
Reports to: Shelter Director

POSITION SUMMARY:

The Support Staff is responsible for assuring quality service to all program clients compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program clients and team members, assessment of client 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. Ongoing source of engagement, information sharing, and problem-solving for clients using trauma-informed, strength-based, compassionate, and professional approaches.
2. Explain program requirements and regulations to new clients and assure compliance.
3. Continually reorients clients to rules, rights, and responsibilities.
4. Coordinate meal preparation/service, room assignments, and other daily routines.
5. Provide “awake” shift coverage and maintain campus security and safety at all times, indoors and outdoors.
6. Provide emergency assistance to clients 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 clients, including sanitizing beds and sleeping areas.
9. Cleaning and sanitizing all common areas, including restrooms and laundry, and staff areas, both indoors 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. De-escalate crisis before it develops and respond to the situation in an appropriate manner. Provide emergency assistance to clients and co-workers as necessary.
13. Takes pertinent client issues to the Case Management team.
14. Role model positive and 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. Maintain daily reports to provide statistical information.
2. Complete all shift logs, observation logs, and incident reports.
3. Document and notify management of client concerns, potential workflow problems, and/or any exceptions to policies that can affect program security or safety.
4. Adhere to staffing schedules to provide adequate/safe staffing coverage and accomplish program objectives.
C. Responsible for the assistance of training and development of new staff.
   1. Assist in department orientation and training of 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.

D. 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.

EDUCATION AND EXPERIENCE:

This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to difficult clients 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 the 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 clients and staff in emergencies
Oral and written communication skills
Computer skills
Ability to assist other people compassionately 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 the 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 clients when deemed necessary.

PHYSICAL REQUIREMENTS:

Lift and move up to 40 pounds
Physically able to safely maneuver the weight distribution of a client in an emergency
Repetitive movements such as mopping or vacuuming
Ability to climb stairs regularly
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

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

**SUPERVISION EXERCISED:**

This position does not supervise. However, training and lead responsibilities may be delegated as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

None

**NUMBER OF EMPLOYEES:**

No employees report to this position.

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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 outlined above.

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Employee Signature: _____________________________ Date Signed: ____________