

- 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.

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.

Employee Signature: _____ Date Signed: _____