

## **POSITION DESCRIPTION**

Position: Support Staff  
Program: NV Cares Campus Shelter Services  
Reports to: Shelter Supervisor  
Status: Non-exempt  
Date Revised: 6/2022

### **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 the integrity of all residents, and performing 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 department.
  - 1. Explain program rules and regulations to residents and facilitate participant 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 ground security. Conduct hourly safety and security checks during designated periods.
  - 4. De-escalate crisis before it develops and respond to the situation in an appropriate manner, providing emergency assistance to participants 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 dorm areas for the next participant; maintain/monitor staff area cleanliness, etc., to meet health/sanitation requirements of the county.
  - 7. Respond to all participant 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 participants.
  - 10. Perform other duties as assigned.
  
- B. Responsible for assistance with participant property management.
  - 1. Coordinate and inventory all participant property brought into the Nevada Cares Campus.
  - 2. Provide participant property as requested.
  - 3. Manage the storage of discarded or property left by exited participants based on the timeline aligned with property policy.
  - 4. Post removal notices of unattended belongings and unattended bicycles not parked in the appropriate area.
  - 5. Maintain safety and security of property at all times.
  
- 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. Oversee and maintains proper linen documentation and inventory control.
  - 3. Assist participants with replacements of linen.
  - 4. Oversee restrooms/showers and laundry facilities.
  - 5. Complete all shift logs, observation logs, and incident reports.

6. Monitor program equipment and supplies inventory and take appropriate action to replace or restock as needed.
  7. Secure approval for exceptions to standard policy.
  8. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  9. Adhere to staffing schedules to provide adequate/safe staffing coverage and accomplish program objectives.
  10. Communicate with on-site program staff, Shelter Supervisor, service providers, and external county/state/city program representatives as required.
  11. Direct available resources as required.
  12. 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 Shelter Supervisors and Assistant Shelter Director 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.
- E. Responsible for all areas of the mail program.
1. Process participant mail with a date stamp, sort, forward, etc.
  2. Assist participants with signing up for mail service.
  3. Assign mail slots to participants for mail service.
  4. Distribute mail daily to participants, staff, and agencies located at the Nevada Cares Campus.
- F. Responsible for assistance with participant development.
1. Support the VOA Staff in implementing plans to assist the residents in successfully completing the program.
  2. Notify VOA Staff and Washoe County Case Management Staff of pertinent participant issues.
  3. Role model positive behavior to help clients as they work towards self-sufficiency.
- G. 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 provide services to participants without ethnic or social prejudices. The position 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 participants with varying needs and levels of functioning. Must be flexible to work irregular hours and be willing to function as a team member. Computer skills required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary, and T.B. testing annually. A valid Nevada driver's license is preferred. Must undergo a criminal background check.

**SPECIFIC SKILLS REQUIRED:**

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

**PHYSICAL REQUIREMENTS:**

Lift and move up to 30 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 as needed

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are often performed independently with accessible guidance and direction from the Shelter Director, Assistant Shelter Director, or Shelter Supervisor. 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 require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, participants, and all Support Staff levels. 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 participants. 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 outlined above.

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Employee Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_