

## POSITION DESCRIPTION

Position: Support Staff  
Program: Senior Safe House  
Reports to: Program Director

FLSA Status: Non-Exempt  
Date Revised: 09/2023

### **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 related 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, laundry, and staff areas 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 Program Director.
  14. Role model positive and professional behavior, including communication with others and appearance.
  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 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 ensure 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 and First Aid.

**EDUCATION AND EXPERIENCE:**

A High School diploma or equivalent is required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Specific knowledge and experience with the housing first approach, addiction and recovery, and dysfunctional family dynamics are preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours. Must be able to function both independently and in a team environment. Tact, discretion, and resourcefulness are required at all times. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary, and T.B. testing annually. A valid California driver's license and the ability to meet the organization's insurance carrier guidelines are preferred. Must undergo a criminal background check.

**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

**PHYSICAL REQUIREMENTS:**

- Lift and move up to 50 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 Program Director 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: \_\_\_\_\_