

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Family Support Staff
PROGRAM: Clare House
STATUS: Non-exempt/Hourly
SUPERVISED BY: Program Director
UPDATED: 04/24/2020

JOB SUMMARY: Family Support Staff perform tasks necessary to ensure a safe, secure, welcoming environment for Program Participants and staff . This position requires a unique blend of people skills and willingness to work under the Trauma Informed Care model. You may be required to supervise and operate the shelter lone or as a team.

QUALIFICATIONS:

Competencies: Demonstrate dependability, maturity and initiative. Ability to handle crisis situations and accomplish tasks assigned with minimal supervision. Excellent interpersonal skills. Must be able to maintain program and agency confidentiality requirements. You must be able to treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect towards program participants. Ability to relate positively to supervisor, fellow employees and families in the program. Flexibility to deal effectively with a variety of people, situations, problems and changes.

Education/Experience: High School Diploma or GED

Skills: Ability to gather information and assess participant situation rapidly and accurately. Excellent time management skills. Ability to write clearly, and grammatically correct documentation. Ability to complete data entry and paperwork as needed, and have basic computer knowledge.

Duties & Responsibilities:

- 1) Complete schedules shifts, be on time and follow attendance policies.
- 2) Complete shift change with fellow co-workers before leaving and coming on shift.
- 3) Read emails, staff communication log and participant log in the beginning of your shift.
- 4) Hourly Security Walks: Monitor shelter/property for safety and cleanliness concerns.
- 5) Donation Process: Accept (in-kind slip), process, store or discard donations throughout the day.
- 5) Kitchen duties: Rotate, Store and Date food that are donated.
- 6) Maintenance request: Able to complete request for shelter needs, safety concerns.
- 7) Meals- Knowledge of how to heat or cook meals for participates.
- 8) Mail procedures: Except, sort and distribute mail.
- 9) Personal Care Items: Complete all requests made by participants in a timely manner.
- 10) Shelter Cleanliness: Provide cleaning supplies, post and check chore assignments.
- 11) Customer Service: Answer phone courteously at all times. Give directions, route calls as needed.
- 12) Program : Conduct phone screenings, log information & referrals. Complete intakes and discharges.
- 13) Reporting: Able to complete and understand CIR, IR, and OCS reporting.
- 14) Trauma Informed Care: Work under and demonstrate the Trauma Informed Care approach
- 15) Provide crises intervention as needed, calling Lead and Program Director to inform, as well as APD or an ambulance if needed. Follow-up with incident report, document in participant file and shift change.
- 16) List items needed for Program Director to purchase.
- 17).Facilitate groups and meetings
- 18) Other tasks or projects as assigned

Physical Requirements: Ability to climb stairs and to lift maximum of 25 lbs.
(small children/boxes of supplies).

Training Requirements: Agency and department orientation; 1st aid/CPR; CPI de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature _____

Date _____

Supervisor Signature _____

Date _____