

## **CATHOLIC SOCIAL SERVICES JOB DESCRIPTION**

**TITLE:** Guest Services Staff  
**PROGRAM:** Third Avenue Resource Center  
**STATUS:** Full-time/Non-exempt/Hourly 09:00AM – 5:00 PM  
**SUPERVISED BY:** Program Manager  
**UPDATED:** 11/22/22

**JOB SUMMARY:** This position is an integral member in the operations of the Third Avenue Resource Center (3RC), a day navigation and resource center for people experiencing homelessness.

The resource center operates eight hours per day, five days a week serving up to one hundred clients seeking services. This position is part of a team that provides for the care and welfare of all individuals accessing 3RC. This position is responsible for maintaining daily operations and assisting guests in accessing the services that 3RC offers on a daily basis.

This position will report to work at either the main center on East 20<sup>th</sup> Avenue or Brother Francis Shelter on East Third Avenue until the Third Avenue Resource Center opens its doors during the winter of 2022-2023. Once the resource center is open, this position will be stationed at the resource center.

### **QUALIFICATIONS:**

**Competencies:** Demonstrated 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/guest/agency confidentiality and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to 3RC guests. Ability to relate positively to supervisor, fellow employees, and all 3RC guests. Flexibility to deal effectively with a variety of people, situations, problems, and changes.

**Education/Experience:** High school diploma or GED required with one year work experience in customer experience.

### **Skills:**

Committed to collaboration and shared decision-making is a key part of leadership style. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Demonstrated leadership, dependability, flexibility, and initiative. Must react effectively in crowded and stressful situations. Ability to provide supervision and training to guest volunteers, interact positively with other CSS staff members and clients. Appropriate interpersonal, written, and verbal communication skills. Team building skills. Ability to type on the computer. Knowledgeable in most Microsoft Office applications. Logistics skills in order to facilitate smooth operations of the 3RC.

### **Duties & Responsibilities:**

Guest Services

- Provide for the general welfare and safety of 3RC guests and staff, and crisis intervention
- Provide referrals when necessary
- Adhere to the principals of trauma informed care
- Focus on preventing further crisis and avoiding re-traumatization
- Facilitate choices, autonomy, self-determination of the guests

#### Program Administration

- Assure the smooth functioning of 3RC services throughout shift.
- Complete routine safety checks.
- Ensure all paperwork and reports are completed and submitted in a timely manner.
- Serve as direct supervisor of In-House Program participants working during assigned shift, overseeing that participants are meeting their goals in the In-House Program
- Ensure all necessary information is passed to subsequent shifts

#### Community Engagement

- Route calls to specific people
  - Take and relay messages
  - Answer inquiries about 3RC and its services
  - Greet guests and visitors warmly and make sure they are comfortable
  - Ensure no one is left waiting at the front door
  - Ensure the front desk area is tidy
  - Give visitors badges and direct them to where they can sign in
  - Process donations from the community
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- Other duties as assigned.

**Physical Requirements:** Must be able to lift up to 25 pounds.

**Training Requirements:** Agency and department orientation; 1<sup>st</sup> aid/CPR; de-escalation techniques; blood borne pathogens. 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: \_\_\_\_\_