

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Family Support Staff
PROGRAM: Clare House
STATUS: Non-exempt / hourly / (full-time or part-time, days, evenings, nights, on-call)
SUPERVISED BY: Program Director
UPDATED: 5/12/15

JOB SUMMARY: Family Support Staff perform tasks necessary to ensure a safe, secure, clean and supportive living environment for residents and a safe working environment for staff. This position may require supervising the operation of the shelter alone or as a team. This position requires a unique blend of people skills and willingness to undertake and follow up on household projects.

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/resident/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to shelter residents. Ability to relate positively to supervisor, fellow employees and all shelter residents. 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 client situation rapidly and accurately. Excellent time management skills. Ability to write clearly, and grammatically correct documentation. Ability to alphabetize files and paperwork as needed, and basic computer knowledge.

Duties & Responsibilities:

- 1) Do shift change daily with prior shift. Read all staff communication, resident information and files.
- 2) Monitor resident safety and all shelter operations while on shift.
- 3) Maintain house and grounds in good order, seeing that all common areas are kept neat by residents, storage areas are neat.
- 4) Accept donations, provide receipts, sort and place in appropriate areas. Process donations immediately as they come in.
- 5) Store and date food that comes in for meals. Discard food that is outdated, not labeled and/or not covered correctly.
- 6) Meals - allow sufficient time to warm food that is to be served, utilizing leftovers when possible. If inadequate amount of food arrives, pull food from the freezer or leftovers from the fridge.
- 7) If a routine maintenance problem occurs, ie. burnt out light bulbs, clogged sinks or toilets always try to resolve on your shift; if unable, submit a maintenance request form. If the issue poses a risk to resident safety or the building, call Program Director.
- 8) Circulate through house regularly to ensure building safety.
- 9) Bring in mail, sort. Take outgoing to box.
- 10) Answer phone courteously at all times. Give directions, route calls as needed to other staff or take complete messages. Conduct phone screenings, log information & referrals. Complete intakes and discharges.
- 11) Make sure cleaning supplies, etc. are adequately stocked and available for chores.
- 12) Check chores thoroughly as they are completed.
- 13) List items needed for Program Director to purchase.

- 14) 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 residents file and shift change.
- 15) Provide laundry detergent and personal care items, as needed, to residents.
- 16) Other tasks or projects as assigned
- 17).Facilitate groups and meetings

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 _____