

POSITION DESCRIPTION

Position: Lead Support Staff
Program: Open Arms
Reports to: Program Director
Status: Non-exempt
Date Revised: 8/2019

POSITION SUMMARY:

In addition to all of the duties outlined below for the Support Staff position, the Lead Support Staff is responsible for leading their team in the daily duties. The Lead Support Staff will first lead by example of their exemplary execution of shift responsibilities. The Lead Support Staff will assign specific tasks to Support Staff to assure a quality program. The Lead Support Staff will assist with the scheduling of staff for shifts in consultation with the Program Director. This position will order, purchase and inventory supplies and food. The Lead Support Staff will act as the dedicated site safety monitor and complete maintenance issues follow up.

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, and performance of 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 resident's observance of the rules.
 2. Facilitate the weekly site safety inspection.
 3. Complete program intakes as needed.
 4. Review all Support Staff records and meet with Director weekly to address needs.
 5. Make maintenance request and keep records of all repairs.
 6. Medication monitoring.
 7. Coordinate meal preparation/service, bed/sleeping assignments, laundering, and other daily routines.
 8. Provide "awake" shift coverage and maintain grounds security at all times.
 9. Conduct four (4) safety and security checks per hour during entirety of shift.
 10. De-escalate crisis before it develops and respond to crisis in an appropriate manner, providing emergency assistance to clients and co-workers as necessary.
 11. Maintain daily reports to provide statistical information.
 12. Perform housekeeping and other maintenance tasks, as needed, i.e. change light bulb, plunge toilet, etc.
 13. Prepare rooms for next resident; maintain/monitor staff area cleanliness, etc. to meet health/sanitation requirements of city and county.
 14. Provide monthly training on HIV and Volunteers of America Health and Safety protocols.
 15. Respond to all client questions and concerns.

16. Perform clerical duties on shift, i.e. answer telephone, record message and file as necessary.
 17. Maintain clear, thorough, routine communication with all residents.
 18. May perform other duties as assigned.
- B. Responsible for assistance with client development.
1. Support the Case Manager, Program Director and other Volunteers of America Staff in implementing plans to assist the residents in the successful completion of the program.
 2. Role model positive behavior to help clients as they work towards self- sufficiency.
- 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 affect the program security.
 2. Complete all shift logs, observation logs, and incident reports.
 3. Monitor inventory of program equipment and supplies and take appropriate action to replace or restock as needed.
 4. Secure approval for exceptions to standard policy.
 5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 6. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 7. Communicate with on-site staff, Program Director, service providers and external county/state/city program representatives as required.
 8. Direct available resources as required.
 9. 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 Program Director in department orientation and training of new employees as requested to assure quality work outcomes.
 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 3. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. 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, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

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. Prior experience might include medical assistance, in-home care, child and elder attendance, and/or homeless shelter duties. A High School diploma or equivalent is required. Prior supervisor or manager experience preferred. Specific knowledge and experience with housing first approaches, Twelve Step philosophy, mental illness, addiction and recovery, and dysfunctional family dynamics is 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. Valid California driver's license and ability to meet our insurance carrier's guidelines required.

SPECIFIC SKILLS REQUIRED:

- Teamwork skills
- Leadership skills
- Ability to de-escalate crises and assist residents and staff in emergencies
- Oral and written communication skills
- Ability to assist other people in a compassionate manner while maintaining professionalism.
- Organizational skills
- Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program, or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary.

PHYSICAL REQUIREMENTS:

- Lift and move up to 40 pounds
- Physically able to safely maneuver weight distribution of a client in an emergency situation
- Repetitive movements such as mopping or vacuuming
- Stand, walk, bend, stoop, sit frequently, climb stairs regularly, and kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Director. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

The Lead Support Staff guides the Support Staff on their assigned shifts and is responsible to assist with training team members.

NUMBER OF EMPLOYEES:

Assists with the guidance of 3-6 Support Staff

This Lead 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 as outlined above.

Employee Signature _____ Date Signed _____