

## POSITION DESCRIPTION

Position: Lead Support Staff  
Program: Reno Shelters and Outreach Program  
Reports to: Program Manager  
Status: Non-exempt  
Date Revised: 07-2021

### **POSITION SUMMARY:**

In addition to the Support Staff duties, 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 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, supporting the safety and the integrity of all residents, 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 each Shelter and Outreach.
1. Explain campus and program rules and regulations to participants.
  2. Ensure intakes are completed correctly for all programs.
  3. Make sure information is reported in HMIS correctly.
  4. Coordinate bed/sleeping assignments, showers, laundering, and other daily routines.
  5. De-escalate crisis before it develops and respond to crisis in an appropriate manner, providing emergency assistance to clients and co-workers as necessary.
  6. Maintain daily reports to provide statistical information.
  7. Perform housekeeping and other maintenance tasks as needed to meet health/sanitation requirements of city and county.
  8. Complete Shift logs, incident reports, and banning notices as appropriate.
  9. Respond to all client questions and concerns.
  10. Respond to all employee questions and concerns, provide direction to staff as needed.
  11. Perform clerical duties on shift, i.e. answer telephone, record message and file as necessary.
  12. Check people into campus as needed.
  13. Maintain clear, thorough, routine communication with all Program Managers, the Operations and Compliance Director, and the Regional Director.
  14. Assist Program Manager with Support Staff work assignments, direction of duties and scheduling as needed.
  15. Respond to, address scheduling emergencies for all shelters, and outreach. Provide emergency coverage as needed.
  16. Serve as the point person for emergencies. Assess the immediacy of the emergency, and notify the appropriate Program Manager, Operations and Compliance Director and Regional Director when appropriate.
  17. Report any noted issues including staffing, client, personnel, programmatic, etc. to the appropriate Program Manager.
  18. May perform other duties as assigned.
- B. Responsible for assistance with client development.

1. Support the shelter 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 impact the program security.
  2. Complete all shift logs, observation logs, incident reports and banning notices.
  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. Direct available resources as required.
  8. Perform assigned leadership duties of Support Staff.
  9. Responsible for site activities and outcomes in the absence of the Program Manager.
  10. 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 Manager 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. Serve as part of the program development team by providing information and support for the development of quality operations.
  4. 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.

**EDUCATION AND EXPERIENCE:**

Must have a high school diploma or GED. Six months experience working with the homeless population required. Demonstrated ability to write accurate and timely reports. Experience leading or directing teams highly desired. Shelter or Outreach Monitor experience preferred. Must have extensive knowledge of the shelter and outreach policies and procedures or the ability to interpret the policies and procedures and ensure adherence to the policies and procedures. Will have a 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. 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 and have the willingness to function as a team member. Computer skills required. Requires a valid Nevada driver's license and ability to meet organization's insurance carrier guidelines required.

**SPECIFIC SKILLS REQUIRED:**

Ability to interpret policies and procedure and answer questions.  
Ability to proactively resolve problems.  
Teamwork skills  
Oral and written communication skills  
Ability to de-escalate crisis situations and assist residents and staff in emergency situations  
Organizational skills  
Computer skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 40 pounds  
Physically able to safely maneuver weight distribution of a client in an emergency situation  
Stand, walk, bend, stoop, and sit frequently  
Climb stairs as needed  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

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

**SUPERVISION EXERCISED:**

This position leads the Support Staff and Outreach Monitors that are on their shift.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of employees. The Lead Support Staff is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

Under the direction of the Program Managers, this position leads between 9 and 12 Support Staff and 2 and 3 Outreach Monitors on their shift.

**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.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_