

Job Title: Client Services Staff

SUMMARY: This position provides supervision and supportive services to all clients and program participants of The Center of Hope Ministry during the overnight hours.

EXEMPT: Non-Exempt
DIVISION: Client Services
REPORTS TO: Operations Director

Qualifications:

- High school graduate or equivalent
- Must pass background check and drug screening
- Basic computer and Microsoft Office skills
- Good written and verbal communication skills
- Ability to work with little supervision in a fast-paced environment
- Ability to exercise sound judgment and decision-making, independently or in a team setting
- Ability to cope with potentially upset or defensive clients

Requirements: Must be able to work overnight (6:00PM to 8:00AM) to include weekends and holidays. Priority hours for this position are midnight to 8:00 AM.

Salary & Benefits: \$14 per hour, plus holiday pay incentive, plus paid training.

Primary Duties

Provide Supervision and Supportive Services to all Clients

- Maintain confidentiality of all clients
- Interact with clients in a constructive manner, while maintaining professional boundaries
- Enforce all COH policies and procedures
- Refer clients and community members to appropriate director in a timely manner
- Contact on-call personnel and other appropriate resources to assist in crisis management and decision-making when appropriate
- Assign and supervise the completion of daily chores
- Retrieve any necessary supplies for clients in timely manner
- Perform checks throughout shift to ensure safety and security of clients and facility

Maintain appropriate records of events and client interactions

- Complete new client intakes and update returning clients as needed
- Complete daily shift log as indicated in night staff procedures
- Complete incident reports as indicated in night staff procedures
- Provide daily updates to appropriate director

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Secondary Duties

Assist Volunteers

- Provide volunteers with duties and support them as needed
- Refer volunteers to appropriate director with any questions

General Performance Standards

- Perform duties in an ethical manner, maintaining professional boundaries at all times
- Maintain a safe and respectful environment for both clients and volunteers
- Follow all agency policies and procedures
- Comply with all agency confidentiality policies
- Enforce all policies equitably and in compliance with applicable laws regarding discrimination, civil rights, and mandatory reporting of abuse

Physical Demands & Work Environment

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to cope with stress brought about by working in a fast-paced environment responding to client crises
- Must be able to exercise independent judgment in a dynamic environment
- Must be able to lift objects weighing up to 50 pounds on occasion
- Must be able to walk up and down stairs without assistance

Attendance

- Works and arrives on time for all scheduled shifts
- In the event of an absence, notify the appropriate director in a timely manner
- Attend required training
- Attend agency events when possible