



Job Description

JOB POSITION: Client Service 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
REPORTS TO: Operations Director

Qualifications: High school graduate or equivalent
Must pass a background check and drug screening
Basic computer and Microsoft Office skills
Good written and verbal communication skills in English
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
Physical demands: sitting, bending, and light lifting

Requirements: Must be able to work overnight (6:00 pm to 8:00 am), including weekends and holidays. Priority hours for this position are midnight to 8:00 am
May be required to be on call, if needed, during these times
Full-time and part-time with no overtime expected

Salary & Benefits: \$16 per hour, time-and-a-half for holiday pay, plus paid training and courses.

Primary Duties

Provide Supervision and Supportive Services to all Clients

- Maintain confidentiality of all clients
- Constructively interact with clients, while maintaining professional boundaries
- Enforce all COH policies and procedures
- Refer clients and community members to the 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 a timely manner
- Perform checks throughout the shift to ensure the safety and security of clients and the 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 the appropriate director

Secondary Duties

Assist Volunteers

- Provide volunteers with duties and support them as needed
- Refer volunteers to the 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 required of 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 walk up and down stairs without assistance
- Will require sitting, bending, and light lifting, with weight up to 50 pounds, on occasion

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