

JOB DESCRIPTION

Position: Program Support Specialist (PSS)

Reports to: Interim Housing and Employment Services Program Co-Directors

This position exists to support program operations in Community House. This position is a part time weekend positio, and is a non-exempt position (not exempt from overtime pay requirements) and employees may not work more than forty (40) hours per week. All overtime must be pre-approved by the supervisor.

Hours are Saturday and Sunday – 7AM – 3PM

All positions and shifts are awake position---there will be no sleeping.

Duties may include:

1. Maintain a therapeutic environment by observing and interacting with the clients and/or guest and by providing needed direct services.
2. Assist and guide the clients and/or guests with individual Service Goal Plans.
3. Provide guidance to and interact with clients and/or guests in a helpful and appropriate manner.
4. Complete the daily shift report with all required information, email to appropriate staff, and place a printed copy in the report binder.
5. Welcome clients and/or guests and visitors.
6. Answer the phone, provide assistance and/or take appropriate messages.
7. Complete maintenance requests and submit to maintenance staff. Record information in the shift report as well.
8. Monitor the facility and residents' and/or guests' behavior for safety and respond to emergency situations, as instructed in the Emergency Awareness procedure and call on-call staff, as needed.
9. Pack up guests' and/or residents' belongings, as needed.
10. Maintain safety and cleanliness of all program areas.
11. Assign and monitor chore assignments for clients.
12. Assist clients and/or guests with cleanliness of their personal space.
13. Retrieve client medication from med-room refrigerator.
14. Record med-room refrigerator temp in log.
15. Attend all assigned training sessions.
16. Follow appropriate food handling procedures in meal preparation and in serving.
17. Monitor programming on television for appropriateness and volume
18. Ensure that residents, visitors and staff do not smoke within EECM facilities or on property.
19. Assist residents, as needed with life skills.
20. Prepare and/or assist with meal service as needed on shift.
 - a. May prepare evening meal in the event that the scheduled meal does not arrive.
 - b. Assist volunteers with readying the evening meal.
 - c. Be certain that kitchen and dining room are clean and tidy.
21. Perform the de-bed-bugging process. (See policy and procedure for details)
22. Provide clients with late plates and ensure upstairs kitchen and eating area are clean.
23. Empty garbage as needed.
24. May need to help with or perform drug screens.

Qualifications and Requirements:

1. At least a high school diploma.
2. Ability to communicate with a broad spectrum of individuals including but not limited to guests and/or residents, supervisors, co-workers, other staff and visitors, in a kind, patient, compassionate, caring, courteous and respectful manner.
3. Must be a person others would feel comfortable asking for help, etc.
4. Demonstrated experience with the mentally ill and homeless clients.
5. Ability to remain calm in a disruptive situation.
6. Ability to work all shifts particularly evening and weekend shifts.
7. Ability to maintain a therapeutic and clean environment.
8. Ability to document services and keep accurate records.
9. CPR, first aid and safety training certification (can be certified after hiring).
10. Act 33 and 34 clearances
11. Ability to walk steps in a hurried fashion.
12. Ability to bend, grasp, stoop.
13. Ability to hear conversational and telephonic speech.
14. Ability to recognize potentially dangerous situations by sight, sound, smell.
15. Ability to respond to emergency situations by quickly assisting in the evacuation of the guests from each floor.