

Program Staff 1 Congregate Program

Reports to: Residential Supervisor

Responsibilities:

- Ensure the safety of all Clients
- Be present and punctual for all assigned shifts
- Provide supervision of the shelter location at all times and never leave the shelter unattended under any circumstances
- Monitor the safety of shelter exits and entryways, including but not limited, to ensuring exterior doors are secured, monitoring who comes in and out of the shelter and utilizing security cameras to investigate disturbances
- Keep sidewalks, porches, stairs and doors clear of snow, debris or other objects to ensure proper access to and egress from the building
- Check in all visitors by having them sign the visitor sign in sheet and make a photocopy of all visitor identification cards
- Keep the house telephone and keys on person at all times
- Initiate shelter lockdown and/or evacuate building occupants during emergency situations per Program policy and procedure
- Utilize the chain of command during emergencies, including dialing 911 if necessary
- Maintain accurate daily log entries and verbally communicate major events to relief staff when finishing a shift consistent with log entries
- Assist in the preparation of rodent and pest exterminations, including cleaning rooms, helping Clients prepare belongings for treatment, and giving Clients information on extermination preparations
- Complete room inspections three (3) times per week and/or as requested by a supervisor
- Complete occupancy checks at least once per shift
- Complete hourly rounds (on the designated rounds form) to ensure the safety of Clients and the cleanliness of the Program, including basement checks
- Maintain proper fire safety procedures, including, but not limited to, conducting fire drills, checking smoke and carbon monoxide detectors, reviewing escape plans and answering Client questions regarding fire safety
- Actively and regularly communicate with Case Managers about relevant events in the shelter, including, but not limited to, disagreements between Clients, warnings, parenting issues and/or attendance issues
- Notify Case Managers and Supervisors when any Client takes an unapproved overnight and/or has been away from shelter for forty-eight (48) consecutive hours

- Provide support to Case Managers, as needed, by assisting with meetings, internal warnings and other functions
- Immediately inform Supervisors of any suspicions, observations or allegations of child abuse and/or neglect
- Ensure that all Program policies and procedures are consistently followed
- Ensure proper maintenance and cleanliness of the Program at all times and submit timely Repair Request forms, as needed
- Protect the integrity and confidentiality of the Clients and Program at all times
- Complete timely incident reports and notify Supervisor(s) in the event of emergencies
- Issue warnings to Clients who do not comply with Program rules
- Maintain organization of the shelter office, including, but not limited to, using designated binders, filing paperwork, sorting and distributing Client mail
- Complete various physical tasks, including, but not limited to, shoveling snow, taking out garbage, turning over rooms for new families, helping to move Client belongings, completing chores and distributing house food throughout the shelter
- Utilize a professional and appropriate attitude while answering phones, greeting visitors and interacting with Clients, coworkers, vendors, service providers and others
- Use a computer to perform various duties, including, but not limited to, checking email, clocking in and out of shift and submitting time-off requests
- Complete all required documentation in a timely manner
- Attend staff meetings
- Abide by all MHSA policies regarding boundaries, strict confidentiality and ethical standards at all times
- Attend in-service and outside training and instruction as directed by the Supervisors
- Various other responsibilities, as assigned by Supervisors as needed to ensure proper functioning of the Program

Qualifications:

- High School Diploma or GED.
- Ability to work as part of a team
- Ability to manage multiple tasks while working with a diverse population
- CPR/AED and First Aid Certification (MHSA will provide training opportunity)
- Demonstrated reliable attendance and punctual reporting for work
- Basic computer skills
- Effective verbal and written communication skills
- Bilingual (English/Spanish) preferred

How to Apply:

- Send resume and cover letter to: careers@MHSAINC.org