

## **Program Staff I Mary's House**

**Reports To:** Program Director

**Responsibilities:**

- Ensure the safety of all clients
- Maintain accurate daily log entries and verbally communicate major events to relief staff when finishing a shift consistent with log entries
- Actively and regularly communicate with Case Manager about relevant events in the shelter, including but not limited to, disagreements between clients, warnings, parenting issues and/or attendance issues
- Provide supervision of the shelter location and never leave the shelter unattended under any circumstance
- Keep the house telephone and keys on person at all times
- Coordinate monthly donation log
- Maintain pest control log
- Conduct weekly room checks
- Complete all required documentation in a timely manner
- Attend staff meetings
- Ensure that all Program policies and procedures are consistently followed
- Ensure proper maintenance and cleanliness of the Shelter at all times
- Ensure that sidewalks, porches, stairs, and doorways are clear of all debris, snow, ice, and other objects to allow proper access to and egress from the building
- Protect the integrity and confidentiality of the Clients and the Program at all times
- To be present and punctual for all assigned shifts
- Accurately complete timely incident reports and notify the Program Director in the event of emergencies
- Utilize the chain of command during emergencies, including dialing 911 if necessary
- Initiate shelter lockdown and/or evacuate building during emergency situations per Program policy and procedure
- Check in all visitors by having them sign the visitor sign-in sheet and make a photocopy of all visitor identification cards
- Filing and light office work
- Answer phones and greet visitors
- Complete hourly house checks to ensure the safety of the clients and the cleanliness of the Program
- 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 Program Director
- Various other responsibilities, as assigned by the Program Director from time to time and/or 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)
- Valid identification
- Demonstrated reliable attendance and punctual reporting for work
- Basic computer skills
- Effective verbal and written communication skills
- Bilingual (English/Spanish) preferred