Community Outreach, Inc

**POSITION DESCRIPTION**June 2024

**Position Title:**

SOCIAL SERVICES ASSISTANT

**Status:**

Full time

Any, and all shifts

Shift Differential: Overnight shift pays an additional $1.00 / hour

FLSA: Non-exempt (overtime eligible)

**Organizational Relationship:**

Reports to Multi-Disciplinary Team

**Purpose:**

Supervise transitional housing shelter clients, ensuring that COI rules are followed, provide support to clients, make referrals as needed, and coordinate with COI’s community partners.

**Responsibilities:**

* Respond to requests and needs for food boxes, housing screenings, messages, mail and other services.
* Supervise the use of shelter facilities, including such activities as inventory control, ensuring that sleeping areas, kitchens, bathrooms, food pantries and storerooms are stocked sufficiently, keeping things organized, and opening and closing the shelter.
* Interact with clients in a friendly and professional manner, treating them with dignity, courtesy and respect, while always maintaining or enhancing their self-esteem.
* Ensure that residents complete their daily routines, chores and goals, ensuring compliance with agency rules and requirements.
* Work in control centers, answer inquiries and telephones professionally and promptly, routing messages and calls, and performing administrative duties as required or assigned.
* Conduct client urinalysis and breathalyzer readings as required or assigned.
* Perform housekeeping functions, including cleaning, dusting, vacuuming and laundry.
* Provide appropriate responses to shelter incidents, assist with crisis intervention, and contact and interact with various emergency services and other agencies as required or assigned.
* Document pertinent information to client files, Progress Notes Logs, and statistical, program and other reports as needed.
* Provide case managers and therapists with relevant client information.
* Maintain a safe and secure facility, reporting maintenance and safety issues promptly.
* Attend shelter events and meetings.
* Perform other duties as required or assigned.

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**Requirements:**

* High school degree or equivalent
* Commitment to COI’s mission and goals, and being a client advocate
* Detail oriented, with strong organizational and time management skills, and the ability to handle competing priorities in a complex and fast-paced environment
* Computer proficiency
* Excellent dependability, collaboration, interpersonal and communication skills
* Ability to maintain clear professional boundaries with clients and confidentiality, and successfully complete a state background check
* Ability to lift or maneuver 40 lbs., as well as stand, kneel, stoop, bend and sit
* Must be able to perform the essential functions of the position with or without accommodations

**Special Position Requirements:**

* Ability to be accurate and detail oriented
* Possess strong organizational skills and time management skills
* Ability to prioritize competing priorities in a complex and fast paced environment
* Ability to communicate effectively orally and in writing
* Commitment to the goals of a social service agency and to be an advocate for our mission and our clients

**Agency Conformance Statements:**

In the performance of their respective tasks and duties, all employees are expected to

Conform to the following:

* Perform quality work within deadlines with or without direct supervision
* Interact professionally with other employees, clients, donors and outside agencies
* Work effectively as a team contributor on all assignments
* Work independently while understanding the necessity for communication and coordinating work efforts with other employees and organizations

Please send your resumes to LillyAnn Cavill at [lcavill@communityoutreachinc.org](mailto:lcavill@communityoutreachinc.org) and

Mike Speten at [mspeten@communityoutreachinc.org](mailto:mspeten@communityoutreachinc.org)