

**SOUTH PARK INN
DIRECT CARE STAFF
JOB DESCRIPTION**

Position Title: Direct Care Staff
Program: Shelter/Respite/Veterans Beds
Location: 75 Main Street
Status: Non-exempt, Full-time or Part-time; Per Diem also available
Schedule: Sunday – Thursday or Tuesday – Saturday, 4 p.m. – 12 p.m. or 12 p.m. – 8 a.m. or Per Diem
Reports to: 2nd or 3rd Shift Team Leader

Scope & Purpose of Position:

Direct Care staff provide daily support and services to clients in a low barrier shelter and residential facility that promotes a Housing First philosophy. Direct Care staff's primary responsibility is to ensuring the security and safety of the facility, thereby facilitating an emotional and physical environment conducive to positive guest morale and engagement. Direct Care staff also maintain appropriate records and communication with Coordinators and management and support and encourage clients as they achieve the goals outlined in their housing plans.

Essential Duties & Responsibilities:¹

- Ready dormitory or living space for new arrivals and assure the presence of adequate supplies, storage, and sleeping arrangements. Assist clients with attending to any immediate or emergency needs upon arrival. Assist Coordinators with orienting clients to site and program.
- Completes relevant intake process according to program to document the arrival of new guests. Fully orients new guests to the site and to relevant program expectations, guidelines, and assistance.
- Assists with meal preparation, service, and clean up. Perform daily meal and occupancy counts.
- Partners with other on-site staff to ensure adequate coverage across Plimpton House and all Main Street programs, which include emergency shelter for women, men, and families; transitional beds for veterans; and respite beds.
- Participates in relevant routine activities throughout the shift, including storing client possessions, assigning dormitory beds (where applicable), supervising showers and common areas, phone use, TV, accepting and recording donations, making rounds, dorm checks and all other operational details.
- Monitors relevant facility and promptly reports maintenance or repair needs. Assists in maintaining clean, safe, well-maintained grounds through regular observation of outside activity, debris removal, and reporting of any safety hazards.
- Maintains concise, detailed notes in log of activities, events, or incidents during shift, including times and descriptions of client behavior, in order to help other staff work more effectively with clients.
- Assists with program activities on-site as needed.
- Supervises and helps with general cleaning of building.
- Provides supportive environment for guests, maintaining constructive, collaborative partnership with guests and other staff. Assists guests with navigating and resolving challenges in a professional, constructive manner.
- Demonstrates initiative with troubleshooting solutions while on-shift and exercises good judgment. Works independently but seeks supervision as needed and appropriate.
- Maintains flexibility and deals effectively with changing client needs, changing building conditions, staff shortages, or any other unexpected conditions that may arise on the shift.
- Works with volunteers, donors and other community in positive and helpful way, representing South Park Inn professionally.
- Supports smooth day-to-day functioning of the programs, including staff and resident communication; night shifts procedures; resolution of problems; receipt, storage, and tracking of donations; critical incident response and documentation; etc.
- Provide immediate and professional response to any security/safety emergency or disturbance within or immediately outside facility. Communicates with Direct Care Team Leader and on-call Coordinator as needed to assure effective coverage of critical incidents.
- Assists with room cleanings and house laundry.

¹ Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- On occasion assists with simple routine clerical tasks.
- Performs other duties as assigned by relevant program Coordinator or Team Leader on shift.
- Presents professional appearance, dressing neatly and in compliance with dress code.
- Delivers services according to the principles of harm reduction and trauma-informed care.
- Makes sure all routine checks are made throughout the shift, ensuring that alarms are set, and checking all areas such as storage, kitchen and dorms.
- Is punctual for shifts and meetings, and keeps good attendance, calling out well in advance.
- Advocates for the mission of the organization and upholds agency values. Complies with agency and program policies and procedures.
- Timely completes all internal communication, including incident reports and program logs.

Supervisory Responsibilities:

Does this job have supervisory responsibilities: ___ Yes X No

The above duties and responsibilities are not all inclusive and may be modified to include other job related duties at the discretion of the supervisor.

Qualifications:

- High school diploma and demonstrated literacy competency.
- Bilingual (Spanish/English) strongly preferred.
- Experience within human services preferred, particularly within the fields of housing and homelessness.
- Ability to provide nonjudgmental, compassionate support to guests overcoming addiction and mental illness. Working knowledge of recovery and harm reduction principles.
- Ability to provide high-volume, trauma-informed services to diverse client demographics.
- Lived experience of homelessness or housing instability a plus.
- Availability to work nights and weekends across programs and to accommodate new scheduling as necessary.
- Attend mandatory trainings and staff meetings.
- Familiarity with Microsoft Office Suite.
- Ability to work nights and weekends across programs and to accommodate new scheduling as necessary.

South Park Inn Mission Statement:

South Park Inn is here to serve people lacking the means and wherewithal to provide for themselves the most basic of human needs: a safe place to live. South Park Inn’s mission is to assist individuals and families experiencing homelessness to improve their life situations by providing temporary and long-term housing, and supportive services. In addition, we advocate for solutions to homelessness.

Work Environment/Physical Demands:

ACTIVITY	AMOUNT OF TIME		
	Up to 1/3	1/3 to 2/3	Over 2/3
Climb or balance	X		
Lift up to 20 pounds	X		
Lift up to 50 pounds	X		
Sit		X	
Stand		X	
Use hands			X
Use sight/vision			X
Walk, bend, kneel			X

The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This job description is subject to change as the needs of the employer and requirements of the position change.

Employment Statement:

Funding for programs and services vary within nonprofit organizations, which can impact the continuation of staff positions. Every effort is made to continue funding for programs. However, a change in funding could impact your position. There is also no guarantee of continued employment for the duration of a grant.

Acknowledgement:

I have read and understand the job description set forth above. I agree to carry out the responsibilities associated with the position.

Employee's Printed Name: _____

Employee's Signature: _____

Date: _____

Supervisor's Printed Name: _____

Supervisor's Signature: _____

Date: _____