



Sarah's Circle

Helping Women Rebuild Their Lives

Position Title: Program Staff

Supervised By: Day Program Manager or Interim Housing Supervisor

Supervises: none

Department: Program

Status: Part Time

Position Description Updated: August 2015

Summary

Program staff is responsible for fostering a safe and trauma informed environment. This includes welcoming all clients, modeling respect, providing information about services, and maintaining a clean environment. When working at the front desk, program staff oversees administrative duties and clients activities. Occasional assistance with meals and support of volunteers is required. Specific work hours are determined based on program need and related flexibility.

Responsibilities

Services (approximately 90% of the time)

- **Welcome clients:** greet all individuals that enter the program; address immediate needs such as food, clothing, and medical attention; during initial visits, provide a facility tour and facilitate introductions with other staff (these activities might take place during multiple visits, depending on client's stated priority)
- **Model respect:** respond to requests within a reasonable timeframe; interact with clients that are in distress without immediately giving consequences; use nonjudgmental language; listen and validate a wide range of emotions expressed by clients; assist with de-escalation within program space
- **Provide information:** provide a program orientation; provide copies of client rights and responsibilities and the grievance procedure; assess for language barriers
- **Maintain a clean environment:** complete opening and closing tasks as directed; ensure supplies are stocked in the bathrooms; clean up major spills; remove garbage as needed
- **Complete administrative duties and client activities:** answer the phone; monitor program entrance; organize and distribute mail; provide hygiene items; assist with laundry; oversee phones, computers, clothing closet; complete bed assignments (applies to Interim Housing)
- **Volunteer Collaboration:** welcome volunteers to the program; share information about services; provide guidance as needed; request that they sign in/out; communicate with the Volunteer Coordinator about volunteer activities
- Assistance with cooking and providing meals is occasionally required

Administration (approximately 10% of the time)

- Maintain program related data

- When facility repairs are needed, ensure complete reporting to the designated staff member
- Attend staff meetings, as instructed by supervisor
- Participate in Sarah’s Circle annual Winter Walk

Competencies

- **Dependability:** attends work regularly, submits accurate documentation, and seeks guidance when needed
- **Teamwork:** establishes collaborative relationships with staff and volunteers
- **Receptive:** accepts feedback and identifies areas of growth
- **Interpersonal Skills:** communicates clearly (both written and verbally), seeks solutions, and demonstrates flexibility
- **Integrity:** keeps sensitive information confidential and adheres to personnel policies
- **Initiative:** brings questions to supervisor and seeks opportunities for further development
- Maintain current knowledge base by participating in educational or training opportunities, reading relevant publications, and maintaining professional networks

Qualifications

Education

- High school diploma required, bachelor’s degree in psychology, social work, or related social service field preferred

Job Experience

- At least one year of experience in social services required
- Experience working with individuals experiencing homelessness and/or a history of trauma preferred

Health and Safety Requirements

- Food sanitation license may be required
- Ability to lift approximately 40lbs
- Follow Occupational Safety and Health Administration (OSHA) through administrative updates compliant with federal law

Staff Signature

Date

Supervisor signature

Date

Note: This job description is not intended to be all inclusive and employee may perform other duties as appropriate.