

WEST SIDE CATHOLIC CENTER

Job Description

Job Title: Center Support Staff II (Resource Center)
Reports To: Resource Center Manager
Work Hours: Full time, 40 hours per week. Flexible hours weekdays and Saturday
FLSA Status: Non-Exempt
Dates Updated: 12/27/2016, 10/15/2020, 10/21/2020, 12/17/2020, 7/15/21, 10/20/23
Rate of Pay: Starting at \$16 per hour, commensurate with experience.

SUMMARY:

Under the supervision of the Resource Center Manager, works with clients in a strengths oriented welcoming environment that addresses the client's basic needs. The position is responsible for the overall appearance and physical organization of the Resource Center. The mission of this position is to include wide ranges of service activities necessary to promote a clean, healthy, safe service-oriented environment for program participants, staff, and volunteers. Performs other duties of a similar nature as may be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Sets up and organizes the Resource Center for daily activities including tables, chairs, food, coffee and sign in sheets.
- Monitors daily activities to assure order in registration, food lines and client movement in Resource Center and Clothing Room.
- Assists Manager and volunteers in organizing physical health services, clothing distribution and other organized activities.
- Enhances a Trauma Informed Service Environment in the Resource Center. Treats all clients with respect, dignity and hospitality. Maintains a high level of customer service.
- Assists clients with social service needs.
- Inspects all plumbing and reports any problems to supervisor.
- Cleans Resource Center per daily cleaning schedule after breakfast, lunch and closing to maintain a clean, healthy, safe environment.
- Assists with outside building appearance including window washing, sidewalk cleaning and landscaping.
- Refills all hand towel dispensers, soap dispensers, and toilet dispensers.
- Assures that the building is secured each evening, locking all doors and setting alarm system.
- Assists in clothing area as needed, restocking, sorting, distributing donations, cleaning and monitoring admission on scheduled days.
- Assists in kitchen with serving and clean-up if needed.
- Assists at side door as needed to assure orderly acceptance and distribution of donations.
- Monitors/coordinates Saturday dinner overseeing volunteer participation and facility clean-up.
- Attend all required continuing education trainings.
- Performs other duties of a similar nature as may be required.

QUALIFICATIONS:

- High school diploma or its GED equivalent preferred
- Associates Degree in Social work or related degree preferred
- Social work or counseling licensure preferred
- Two (2) years of general work experience preferred

SKILLS AND KNOWLEDGE:

- Experience working successfully with the public and diverse population.
- Ability to lift heavy items.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral and scheduled form.
- Demonstrate an understanding of trauma and its effects on the lives of individuals who experience traumatic life events.
- Experience working directly with people from diverse, racial, ethnic, and socioeconomic backgrounds.
- Excellent written and verbal communication skills and the ability to communicate specifically with an audience from diverse racial, ethnic, and socioeconomic backgrounds.

JOB CONDITIONS:

This position requires the employee to work with a diverse population, therefore, there may be exposure to potentially infectious material. Other exposures could include cleaning supplies, chemicals involved in pest control, paint and other materials used in building maintenance.

PHYSICAL AND MENTAL ACUITY REQUIREMENTS:

The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to hear phone conversation, doorbells, emergency alarms and face-to-face conversation.
- Able to speak clearly in person and on the telephone.
- Able to hand write legibly.
- Vision that enables person to read normal size print and handwritten notes; and distance and peripheral vision than enables person to monitor large space and identify concerns that require staff response.
- Mobility/dexterity of hands/arms.
- Able to sit for sustained periods of time.
- Able to walk the entire building and ascend and descend stairs quickly to move from one floor to another in order to respond to emergency situations.
- Able to stand for long periods of time.
- Able to lift, move and/or carry up to 50 pounds.
- Regularly able to perform duties as assigned.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

To understand responses to traumatic life events, the concept of a trauma informed environment, vicarious trauma and the need for self-care.

We are committed to promoting ***Diversity, Inclusion, and Equity*** throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

West Side Catholic Center is pleased to be an Equal Opportunity Employer (EOE).
