

Catholic Social Services

Job Title: Direct Care Staff
Department: Individual Homeless shelter
Reports to: Shelter Manager
Hours: Varies
FLSA: Hourly

Qualifications

- Knowledge and understanding of the complex issues affecting homeless individuals
- Reliable, dependable and punctual
- Good oral and written communication skills
- Good observation, awareness, documentation and computer skills
- Bi-lingual helpful

Catholic Social Services is hiring full-time, part-time, relief & seasonal Direct Care employees to work in our individual shelter programs.

The Direct Care staff will oversee the total operations of a work shift within the shelter environment.

The Direct Care staff are responsible for ensuring the functions of the program are met while providing services that are safe, timely, effective, efficient, equitable and client-centered.

Duties and responsibilities

- To interact with shelter participants and encourage their involvement in all phases of the shelter program.
- To maintain a positive environment for both clients and staff.
- The ability to enforce shelter rules and regulations.
- To secure shelter property at all times.
- Perform other duties as assigned.

Qualifications

- Must be available to work assigned schedule.
- Valid Driver's license.
- Must possess effective communication skills.
- Ability to work with a diverse population.
- Must possess interpersonal skills

Physical and Mental Requirements

- Ability to manage multiple priorities.
- Ability to maintain effective time management skills.
- Ability to plan and organize duties.
- Actions should reflect judgment that would not jeopardize the health and safety of any other individual.
- Ability to advocate for clients.

Additional Responsibilities

- Attend all required program trainings and assigned in-service trainings to comply with annual training requirements
- Comply with all safety regulations, CSS policies and adhere to agency confidentiality policy

- Report all safety concerns to House Manager
- Mandated reporting of abuse and neglect
- Responsible for reporting all incidents (critical, serious or non-compliance) to the House Manager

Working Conditions

The work environment described, represents what may be encountered while performing the essential functions of the job. Reasonable accommodations may be made to assist individuals with disabilities to perform the essential functions of the position.

- Travels by automobile and is exposed to varying weather conditions
- Sits, stands, bends, lifts, grasps, kneels, crouches, reaches, climbs, and moves intermittently during the business hours
- Works in office areas as well as throughout other EA shelters
- May be exposed to emotionally upset clients, family members, staff and visitors
- May be exposed to frequent interruptions, loud noise, extreme heat/cold
- Spends time greeting clients/family members, courteously answering door and telephone calls
- Ability to make sensory perceptions to evaluate environmental conditions
- Ability to work and promote a flexible schedule based on programmatic coverage, weekends, holidays, and program emergencies

Catholic Social Services offers a competitive salary, a comprehensive employee benefits program including medical, dental and vision insurance, 403(b) plan, group term life and AD&D insurance, short-term disability, flexible spending accounts, and a generous paid time off policy.

Please submit your cover letter and resume to resumes@cssdioc.org

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