



## **Homeless Services Position Description**

### **Program Support Staff**

The Program Support Staff (PSS) is a part-time or full-time employee responsible for supervising the day-to-day program activities to ensure safety and compliance with program guidelines. Under the direction of the management team, the program support staff implements procedures as needed, monitors medication, completes pre-screening/intake process for referrals and communicates activities using the communication log. Additionally, the PSS is accountable for persons entering or exiting the program during their shift, including volunteers, visitors, and other service providers. The PSS must provide excellent customer service to all individuals.

#### **Responsibilities:**

1. Must provide excellent customer service by treating everyone with dignity and respect.
2. Report to work on time and discuss previous shift events with outgoing staff and read all log notes dating back to previous shift.
3. Monitor program related activities. This includes signing in/out of the program, medication consumption, meals, chores, and laundry.
4. Provide a welcoming, supportive, and caring environment to program attendees.
5. Ensure proper documentation of daily activities including incident reports and grievances.
6. Ensure quality service to all consumers and supporters.
7. Ensure safety of the program by conducting searches for illegal drugs, weapons, or other items that may cause harm.
8. Follow Harm Reduction tools and guidelines to help individuals stay safe.
9. Implement crisis intervention procedures when needed to ensure the safety and wellbeing of all individuals. This includes calling 911 and/or the crisis center.
10. Perform medication review weekly to ensure guest compliance and ample supply of medication.
11. Greet, direct, and provide support to volunteers providing dinner and other supplies.
12. Assume the responsibility for preparing and serving dinner in the absence of volunteers as well as assist guests with breakfast.
13. Attend and participate in staff meetings and trainings as required by contract.
14. Complete intake, orientation, and bed assignment for all new guests.
15. Ensure proper communication by documenting all events and incidents in the log.
16. Understanding and display of cultural humility and sensitivity.
17. Perform other duties as required.

#### **Qualifications:**

1. Minimum of a High School diploma with at least two years experiences working in any service delivery field, social service field.
2. Excellent communication skills. Ability to listen well and refer guest to the appropriate

resources. Ability to document important behavior.

3. Ability to work as a team member.
4. Proficient with word processor, search engines, and other computer programs.
5. Ability to interact well with volunteers and other visitors to the program (able to answer questions).
6. Knowledge of homeless resources in Montgomery County desired.
7. Ability to recognize psychiatric or medical emergencies and contact the proper resource.

**Supervision:**

The Program Support Staff report to the Program Support Manager.