

Gulf Coast Center for Nonviolence

POSITION: CLIENT AIDE

<http://www.gccfn.org/wordpress/>

STATUS: Non-Exempt

LOCATION: Biloxi

IMMEDIATE SUPERVISOR: Senior Residential Advisor

HOURS: Full-Time Monday – Friday 11am-8pm, overnight, evening and weekend work required.

SUMMARY: Responsible for oversight of emergency domestic violence shelter, client admissions, crisis line coverage, and donations for agency clients.

POSITION REQUIREMENTS: Position requirements include but are not limited to: High school diploma or GED. Two (2) years of experience in a residential setting preferred.

Must be able to work and communicate effectively with diverse groups of clients.

Ability to work with minimal supervision and as part of the clinical team.

Ability to work within agency mission, philosophy and policies/procedures.

Must have a reliable vehicle and meet agency driving policy requirements, including a valid driver license and proof of required automobile insurance. Travel may be required.

General physical requirements include but are not limited to: bending, stooping, climbing stairs, prolonged sitting of more than 4 hours.

ESSENTIAL DUTIES INCLUDE BUT ARE NOT LIMITED TO:

Shelter Duties

- Answer all calls coming into the Center including: crisis, information and service calls for all agency programs; office correspondence; and community referrals.
- Complete enrollment documents and orientation with all new residents upon admission.
- Provide support for all residents of the shelter
- Refer residents to the counselor when in crisis or as needed.
- Ensure that clients adhere to shelter procedures.

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- Address and document any shelter procedure violations; refer more serious violations to the Senior Residential Advisor or Client Services Manager.
- Refer residents requesting parenting education to Client Services Manager
- Maintain the following documentation/logs: RA log , RA daily checklist, call log, medication log, incident reports and enrollment paperwork
- Monitor the shelter residents' self-administration of medication and report any concerns or problems to appropriate staff.
- Perform safety and security rounds per required schedule.
- Assess security/safety concerns of shelter residents and make recommendations for heightened security status
- Prepare resident chore list.
- Provide necessary supplies and clothing to shelter residents
- Conduct inventory of shelter supplies and restock as needed. Notify supervisor of supply needs.
- Conduct inventory of all shelter forms and make copies as needed.
- Maintain cleanliness of shelter office and monitor cleanliness of shelter areas
- Report maintenance needs and/or repairs to Senior Residential Advisor.
- Oversee client discharges from the shelter and make appropriate referrals for continued services

Donations Duties

- Responsible for solicitation and collection of goods donations for agency clients
- Pick up individual and organizational goods donations.
- Management of goods donations, including identification, distribution, and organization of items
- Transport donations to partner thrift stores on an as-needed basis.
- Provide receipts to all donors
- Responsible for organization of Supply Room

Agency Compliance

- Maintain comprehensive and organized files utilizing the automated data and case management system
- Adhere to the agency's confidentiality policies, maintaining a high level standard of confidentiality
- Report any known or suspected child abuse to immediate supervisor
- Report any suspicious activity or persons
- Attend and participate in agency staff meetings and trainings
- Report to work on time as scheduled
- Maintain a valid driver license and proof of required automobile insurance

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- Perform all other duties and/or participate in special projects as assigned by direct supervisor or Chief Executive Officer.

Other

- Participate in hurricane evacuation and facility preparation.
- In case of emergencies and extreme circumstances, will be required to assist with 24-hour shelter coverage
- Work in conjunction with other program components and staff to ensure effective communication of agency and client concerns, recommendations, and needs.