The Friends Program                Job Description
Position Title: Family Support Staff                FLSA Status: Part Time, Hourly
Position Reports To: Emergency Housing Program Director

Updated: Jun 27, 2019

General Summary: Family Support Staff are professionals who are responsible for assisting the families in our homeless shelter. Family Support Staff implement the program’s policies and procedures in a compassionate manner consistent with the program philosophy, while maintaining clear, professional boundaries with our clients and peers. Family Support Staff have strong interpersonal and communication skills, both verbal and written. They possess efficient time management and prioritization skills. They are organized and focused, work well independently and as a member of our larger team. Family Support Staff take initiative and make independent decisions that are consistent with the policies and procedures, while seeking guidance from the Program Director or Coordinator when presented with a challenge or barrier. Family Support Staff are open minded and flexible in working with challenging clients, while remaining consistent and supportive of all teammates.

Principle Responsibilities and Duties:
1. Serve as a member of Emergency Housing’s team and provide service to clients of our shelter.
2. Actively participate in the implementation of program policies and procedures, staff meetings, in-services, and conferences required of the position/program and attend trainings required for job performance.
3. Monitor, record, and support client compliance with program rules, policies, and procedures.
4. Support best practices for quality improvement, risk management, and safety.
5. Identify problems and offer constructive solutions while maintaining an open line of communication with the on-call supervisor and Program Director.
6. Document the activities of volunteers and clients in shift notes, case notes, incident reports, etc., and apply professional judgement when intervention is required.
7. Work with community constituents and professional colleagues, professional collaborators, partner agencies, municipal agencies, and clients in a manner that professionally and appropriately represents the agency.
8. Demonstrate flexibility in this role by accepting other duties as assigned.

Qualifications and Experience: High School Diploma, Hi-Set (G.E.D.), or higher degrees preferred. Minimum of one year’s experience working with the homeless or in a related field of human services preferred. Strong sense of initiative and ability to work independently and within a team setting.
Must possess strong interpersonal and communication skills, both verbal and written.

**Physical Requirements:** Good visual acuity. Able to lift a minimum of 20 pounds and ability to push/pull a minimum of 30 pounds. Reasonable assistance may be requested when lifting, pushing, and/or pulling and a task that exceeds these minimum requirements becomes necessary. Able to safely navigate stairs while carrying up to ten pounds.

**Skills and Abilities:** Ability to speak, read, write, and communicate effectively. Ability to follow directions, coordinate, analyze, observe, make decisions, and meet deadlines in a detail oriented manner. Ability to work independently without supervision. Ability to use Microsoft Office Suite and equipment such as telephone, copy and fax machine.

Qualified individuals are encouraged to email a resume and letter of interest to lbrown@friendsprogram.org