

- JOB TITLE:** Social Service Assistant (Non-Exempt)
- LOCATION:** Kole Center, 1407 East 41st Street, Savannah, GA 31401
- HOURS:** PRN as needed: 5:00 p.m. – 12:00 midnight – Saturdays and Sundays
- REPORTS TO:** Housing Manager

QUALIFICATIONS

- History of working with diverse and challenging populations
- Minimum High School Diploma or GED
- Minimum two years' experience working in human services
- Demonstrated leadership abilities and compliance with the Program's rules and regulations
- Ability to develop and maintain positive relationships with homeless individuals and families, the community, and service providers
- Ability to respond effectively to crisis

FUNCTION AND PURPOSE OF POSITION

Paraprofessional position that will assist in creating a safe and positive housing environment for homeless clients, assist staff in performance of daily duties to support effective and efficient program operations, enforce rules and regulations of the program, provide peer support to motivate and encourage clients, and serve as a resource for additional support.

RESPONSIBILITIES

The following list of responsibilities is not meant to be all-inclusive and may be adjusted to meet program needs.

- Secure premises and personnel by patrolling property, inspecting buildings, dormitories, and access points; permitting entry.
- Enforce program rules and regulations and ensure that you lead by example
- Review and maintain sign-in and sign-out logs to make sure all residents are accounted for
- Enforce proper execution of assigned chores and conduct dorm inspections to help maintain a clean and hospitable living environment
- Coordinate and assist in the preparation and provision of meals to residents at scheduled times
- Answer telephones and maintain SSA log books
- Complete reports by recording observations; review incident logs and notify case managers of any incidents or violations of program rules
- Help to ensure safety of property and residents during scheduled hours, including after hours and weekends
- Assist clients by providing each individual his medication to assist in self-administration in accordance with program rules and procedures
- Notify staff management immediately in the event of a crisis

- Serves as a resource and support for clients and provides information and referrals for additional support services to promote client stability and self-sufficiency
- Help clients to identify needs and encourage them to ask their case managers for help; inform case managers of identified client needs
- Assist case managers with intake process, including but not limited to checking of belongings, providing bedding and hygiene materials, providing Resident Handbooks and explaining program rules and regulations
- Participate in community meetings and support group sessions
- Adhere to applicable guidelines and rules of conduct at all times and abide by the agency's policies protecting client confidentiality, privacy and consent
- Perform other duties as assigned.

HIPAA

This position shall have access to information in a patient's medical record only to the extent that such information is required to carry out job duties. Any information obtained will only be used by or disclosed to those who have a need to know to ensure the provision of quality patient care. Patient information is to be held strictly confidential.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and policy/procedure manuals. Ability to write routine reports and correspondence.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Elementary use of computer spreadsheet programs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand; sit; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch; talk and hear; and taste and smell. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close, distant, and peripheral vision, color and depth perception, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is in an office environment or community setting. While performing the duties of this job the employee may be exposed to clients who may ask inappropriate personal questions, display socially unacceptable personal behaviors, use profanity and sexually explicit phrases, make insulting remarks or threats regarding appearance, age, sex, or race, exhibit defiance, dishonesty, and assaultive or self-destructive behaviors.

Title: Social Service Assistant	Number: HR03.0002.33	Revision: 0000
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Union Mission, Inc. is a Drug-Free workplace.

The above statements are intended to describe the nature and level of work performed. They are not to be construed as an exhaustive list of all duties required of personnel so classified. Responsibilities, knowledge, skill, abilities and working conditions may be supplemented or revised at any time.

Sign below indicating you have received a copy of this job description.

Employee Signature

Date