

**Program Staff I
Bristol Lodge**

Reports To: Program Director

Responsibilities:

- Maintain a safe, clean and supportive environment.
- Ensure that sidewalks, porches, stairs, and doorways are clear of all debris, snow, ice., and other objects to allow proper access to and from egress from the building
- Complete all documentation appropriately and efficiently, maintaining a log and submitting incident reports in a timely manner.
- Mediate conflicts between clients when necessary and provide crisis intervention as needed, diffusing tense, violent or potentially violent situations using non-violent methods, contacting law enforcement when necessary.
- Monitor the clients, making sure everyone is accounted for and abiding by rules and guidelines of the shelter.
- Be accessible and visible during shift, interact with clients at all times.
- Attend regular staff meetings, supervisions, trainings and conferences as needed or requested.
- Distribute clients' messages and mail, answer phones and take messages for clients or other staff.
- Maintain open communication with other Support staff, Case Managers and Program Director.
- Abide by all MHSA policies regarding boundaries, strict confidentiality and ethical standards at all times.
- Attend in-service and outside training and instruction as directed by Program Director.
- Various other responsibilities as assigned by Program Director from time to time and/or as needed to ensure proper functioning of the program.

Qualifications:

- High School Diploma or GED preferred.
- Flexibility, compassion and a desire to provide services in a non-judgmental manner
- Excellent interpersonal and telephone skills.
- Demonstrated reliable attendance and punctual reporting for work.
- Knowledge of homelessness issues.
- Ability to work as part of a dynamic team.
- Ability to manage multiple tasks while working with a diverse population.
- Valid identification
- Bilingual (English/Spanish) preferred.
- CPR/AED & First Aid Certification (MHSA will provide training opportunity).