

Job Description

Client Service Aide

Status: Part Time Hourly Overtime Eligible

Reports to: Facility Operations Manager; Shelter Operations Manager

Date Updated: 10/2020

POSITION SUMMARY

A Client Service Aide (CSA) for PADS Lake County reports to the Facility Operations Manager or Shelter Operations Manager. Through a professional and effective relationship with agency clients, the Client Service Aide is responsible for providing staff support, security and direct client care to clients in our program mainly through the 'hands on' tasks necessary for PADS operations including transportation of clients, managing donations, distributing supplies and monitoring PADS' facilities. This position supports our philosophies of harm reduction, housing first, and client centered treatment.

ESSENTIAL FUNCTIONS

- Provide staff and client support within designated agency programs
- Provide care that is safe, timely, effective, equitable, and client-centered
- Provide an atmosphere of customer service that ensures clients, donors, volunteers, and outside agencies are treated in a friendly and respectful manner
- Demonstrate knowledge, understanding, and the implementation of principles of housing first, harm reduction, and trauma informed care
- Maintain effective communication with other staff members

DUTIES / RESPONSIBILITIES

Client Services

- Communicate client needs to program staff and management
- Provide client transportation as necessary.
- Manage client conflicts using crisis management and harm reduction principles.
- Monitor client behavior and provide feedback/consequences as necessary and report issues in a timely and clear manner to management.
- When working at hotels, serve as the on-site staff member to assist hotel staff in any client issues that may arise.
- Maintain a clean and safe environment.
- Distribute food, personal protective equipment, laundry and cleaning supplies, and other necessary items to clients.
- Ensure professionalism is demonstrated with respect to identifying/responding to client needs, maintenance of confidentiality and demonstrated awareness of boundaries.
- Communicate and enforce agency expectations clearly, consistently and calmly.
- Monitor clients in the reception area, family rooms, day room, case management waiting room, outside as well as rotating overnight sites and hotels, and be prepared to de-escalate potential client conflicts as necessary.
- Ensure a safe environment by responding to disruptive clients and/or emergency situations promptly and resolving them in an efficient and professional manner.

General

- Generate daily reports and submit follow-up documentation to management regarding client issues.
- Complete accurate and timely data entry as instructed or as defined by program guidelines.
- Perform duties/responsibilities necessary to support the programs and clients
- Maintenance, sanitization, cleaning and organizing of PADS facilities
- Monitoring PADS clients and interact with PADS staff to ensure compliance with safety protocols including infection control practices
- Ensure adherence to professional standards as outlined by governmental bodies and organizations, including but not limited to, National Association of Social Workers, American psychiatric Nurses Association, American Psychiatric Association, Illinois Alcohol & Addictions Certification Board, Health Insurance Portability and Accountability Act, Mental Health and Developmental Disabilities Confidentiality Act, etc.
- Acquire and utilize knowledge of HMIS/Service Point data base, word processing software, and Microsoft Outlook for email and calendar.
- Participate in staff meetings, in-service trainings, and seminars to facilitate professional growth.
- Comply with PADS Lake County policies as detailed in personnel handbook
- Able to work in a demanding environment and handle multiple tasks simultaneously when necessary.
- Other duties as assigned.

REQUIREMENTS / QUALIFICATIONS

Education / Experience

- Minimum High School Diploma or G.E.D.
- 1+ years in related human service field. Advanced education may be substituted for experience; experience working with a homeless population preferred
- Valid Illinois driver's license with a "clean" record.
- Excellent communication and interpersonal skills
- Strong time management and organization skills
- Critical thinker and team player
- Good follow through
- Technology proficiency (including Microsoft Office Suite)
- Excellent team building skills
- Detail oriented
- Able to work independently and problem solve
- Ability to handle multiple tasks at the same time
- Self-starter
- Demonstrates a passion for the PADS mission and does so in a consistent and professional manner

Hours and Working Conditions

- Scheduling flexibility may be required; including late evening and weekend hours