



Support Services Assistant

Full time hourly

40 hours/week; primarily evenings and weekends

Position Summary:

The Catherine McAuley Center Staff provide a safe, welcoming environment to help individuals become engaged and take an active role in building a better future through innovative services offered in housing and education. The Support Services Assistant provides female responsive, trauma informed individual and group services to women participating in CMC's Housing Program and provides supportive services to meet programming needs.

Accountability:

The Support Services Assistant is directly responsible to the Housing Program Manager for matters related to the housing programs.

Qualifications:

- Experience working with the female population, the homeless, trauma and resiliency, and/or those experiencing issues with mental health/substance abuse/dual diagnosis.
- Valid driver's license and proof of insurance.
- Demonstrate empathy regarding woman's individual history and experiences.
- Possess flexibility in role to meet the needs of clients and the agency.
- Provide opportunities for client's growth by modeling healthy communication and relationship skills.
- Good written and verbal/oral communication skills.
- Good interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Flexibility and ability to handle stress in new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Good organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- Computer skills, including experience with Microsoft Office Suite and databases, and/or ability to learn new software and systems.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.

Responsibilities:

Support Service Provision

- Facilitate connections between clients and community resources.
- Complete necessary documentation utilizing designed documentation systems.
- Implement crisis management skills as needed to address client's emergency needs.
- Be part of On-Call rotation
- Provide assistance and guidance with resident-led initiatives.
- Provide transportation support to clients as needed.

- Facilitate supplemental skill-building groups based on resident’s needs utilizing curriculum and/or community partners.
- Address interpersonal conflicts individually and within a group toward resolution in order to maintain a safe, respectful living environment.
- Support/lead objectives of grant funded projects.
- Ensure daily facility operations are adequate to meet resident needs (monitor cleanliness, clean and prepare rooms for new clients, etc.)
- **Public Relations** Support community initiatives as needed
- Provide information to potential residents, volunteers, and community members about the services that Catherine McAuley Center offers.
- Assist with CMC fundraising and promotional activities as needed.

General Agency Duties

- Assist with shared staff responsibilities of facilities and equipment.
- Demonstrate a commitment to the mission of CMC.
- Present a positive image of the Center and its programs.
- Serve on CMC event committees as needed.
- Maintain clean and organized facilities including the storage and archives.
- Assist with the shared staff responsibilities for security of the clients/volunteers and building.
- Perform other duties as assigned.

Physical Work Requirements

- While performing the duties of the job, the employee is regularly required to talk and hear.
- The employee is regularly required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements
- The employee occasionally lifts and/or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

Name

Date

Reviewed/revised: 9/19