



Women's Services Support Assistant

Full-time, hourly

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. The Women's Services Support Assistant provides support to residents and staff in the daily operations of CMC's housing programs and the CMC mission.

Accountability:

The Women's Services Support Assistant reports directly to the Director of Women's Services.

Qualifications:

- Experience working with the female population, the homeless, and/or those experiencing co-occurring disorders.
- Ability to work evening and weekend hours and be on an on-call rotation.
- 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.
- Excellent written and verbal/oral communication skills.
- Strong 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 and new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Strong 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

- Provide supportive services to case managers as needed.
- Facilitate connections between clients and community resources.
- Complete necessary documentation utilizing designed documentation systems and maintain client files.
- Implement crisis management skills as needed to address client's emergency needs.

- Perform duties as part of the On-Call rotation.
- Provide assistance and guidance with resident-led initiatives.
- Ensure daily facility operations are adequate to meet resident needs by cleaning rooms and shared living spaces and preparation of rooms for new clients.
- Work with residents to ensure resident chores are completed timely.
- Provide transportation support to clients as needed.
- Identify community engagement activities and provide support for client involvement.
- Assist clients with moving in/out of housing locations.

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.
- 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.

To apply, please send a resume and cover letter to hr@cmc-cr.org by November 29, 2020.