



**POSITION:** Client Care Specialist (Full-Time)

**REPORTS TO:** Director of Shelter Services

Wednesday - Sunday from 4 PM - Midnight

Wednesday - Sunday from Midnight - 8:00 AM

**SALARY:** \$17.00-18.00 per hour

**SUMMARY:**

Position requires a commitment to engaging homeless individuals with dignity and respect. Provides direct care, guidance, and supervision to shelter residents; assists in oversight of routines of daily living in a shelter setting; fosters positive socialization and interaction among residents; participates in supervisory, training, and staff meetings as required; carries out any other assignments as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Develops good relationships with residents and contributes to the development of a positive atmosphere in the program.
- Responds to concerns of residents, communicates and document issues and problems via log entries, narratives, and incident reports.
- Completes all mandated daily records of resident census documentation.
- Serves a security role to ensure orderly entrance and exit of residents and to escort out unauthorized persons and disruptive clients; makes rounds of facility and grounds to identify any safety hazards, damages, or need for maintenance repairs
- Crisis intervention: Ability to identify clients at risk of self-destructive or high-risk behaviors and deescalate potentially volatile situations.
- Assist in serving prepared meals and laundering of bed linens.
- Provides general cleaning and housekeeping support to custodial staff as required to maintain safe and sanitary conditions on a 24-hour basis.
- Attends staff meetings and in-service training workshops when required.

**MINIMUM JOB REQUIREMENTS:**

- High school diploma/GED
- One year of experience in Human Services (experience relevant to residential environments) preferred
- Some computer experience helpful
- Knowledge of alcohol, drug, and mental health issues a plus
- Valid driver's license a plus
- Employment is contingent upon satisfactory results of a criminal background investigation.
- Benefits include: 11 paid holidays, 20 days of paid time off to start, medical, dental, vision and life insurance.

**TO APPLY:**

Please email resume to Charles Stott, Director of Shelter Services, at [cstott@liftingupwestchester.org](mailto:cstott@liftingupwestchester.org).