



Poverello House

NAOMI'S HOUSE CLIENT SERVICES SPECIALIST

Salary, Hourly \$15.00 per hour

Part-Time/Full Time Positions

Position Summary:

To provide clients in the Naomi's House Program the following direct services including but not limited to: peer counseling, advocacy, support, evaluation of needs, assistance in identifying options, and appropriate information and referral. Client Services Specialists are also responsible to perform housekeeping and keep the house clean and safe for clients and staff.

Essential duties and responsibilities:

- Address general and emergency house needs
- Perform general housekeeping at Naomi's House
- Assessment of clients for entrance into NH program
- Assist residents in the adherence to program guidelines
- Provide peer counseling to clients
- Process new client intakes
- Work with clients to ensure a safe, secure and healthy living environment
- Promote practices of personal cleanliness, self-care, and acceptance of diversity
- Assign and assure completion of community duties and chores
- Document interactions with clients via progress notes and incident reports
- Prepare and maintain client records and documentation
- Complete work orders and follow-up with maintenance department
- Assure adequate stocking of cleaning supplies, towels and linen, food, first aide supplies and general and program supplies as needed
- Ensure that all living areas and congregate rooms are clean, safe and secure
- Attend and actively participate in-service trainings and staff meetings as scheduled
- Perform duties as required by that of a Mandated Reporter
- Adhere to Naomi's House policies and procedures
- Safeguard assets of the Poverello House and Naomi's House, including merchandise and other assets
- Safeguard client's security and confidentiality

- Work as a team and support the mission and goals of the agency and programs
- Provide accurate and complete and timely information used for grant reporting and management.

Language Skills:

- Bi-lingual preferred.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.

If interested in the position, please send a resume to PovHR@poverellohouse.org.

No Phone Calls Please