



# Poverello House

## Job Description

**Title:** Client Services Specialist

**Hours:** Full-time (Non-Exempt)

**Reports To:** Director of Rehabilitation

**Purpose:** The Client Services Specialist at Poverello House Residential Program plays a crucial role in providing direct support and services to program participants. This includes peer counseling, advocacy, evaluation of needs, assistance in identifying options, and appropriate information and referral. Additionally, Client Services Specialists are responsible for maintaining a clean and safe environment for both clients and staff through general housekeeping duties.

### Job Responsibilities and Duties

- Address general and emergency house needs promptly and efficiently.
- Perform general housekeeping tasks to ensure the comfort and safety of participants.
- Conduct assessments of participants for entrance into the other rehabilitation program within Poverello House.
- Assist participants in understanding and adhering to program guidelines.
- Provide peer counseling to participants, offering emotional support and guidance.
- Process new participant intakes, ensuring a smooth transition into the program.
- Collaborate with participants to maintain a safe, secure, and healthy living environment.
- Promote practices of personal cleanliness, self-care, and acceptance of diversity among participants.
- Assign and oversee the completion of community duties and chores to foster a sense of responsibility and teamwork.
- Communicate effectively with staff regarding participant needs and concerns.
- Document interactions with participants via progress notes and Apricot software.
- Prepare and maintain accurate participant records and documentation.
- Complete work tickets as needed and follow up with the operations department.
- Ensure adequate stocking of cleaning supplies, towels, linen, food, first aid supplies, and program supplies.
- Maintain cleanliness, safety, and security in all living areas and congregating rooms.
- Attend and actively participate in in-service training and staff meetings as scheduled.
- Adhere to Poverello House policies and procedures at all times.
- Safeguard the organization's assets, including merchandise and other valuables.
- Maintain participant security and confidentiality at all times.
- Work collaboratively as part of a team to support the mission and goals of Poverello House and its programs.
- Provide accurate, complete, and timely information for grant reporting and management.

## **Qualifications**

- High School Diploma or equivalent qualification.
- Preferably one to two years of experience in substance abuse/mental health issues.
- Experience working in a residential rehabilitation program, shelter setting, or group home is preferred.
- Bilingual proficiency is preferred.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Proficiency in writing routine reports and correspondence.

## **Compensation**

- \$18.50/hour
- Medical – HMO & PPO Plans (Employer contributes 90%)
- Dental – (Employer contributes 90%)
- Vision - (Employer contributes 90%)
- Term Life Insurance, Short-Term Disability and Long-Term Disability Insurance, Employee Assistance Program (Employer contributes 100%)
- Voluntary Life Insurance (with optional dependent coverage for eligible employees)
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity
- Retirement Plan (SIMPLE IRA) – (Employer matching up to 3%)
- 9 paid holidays + 1 floating holiday
- Vacation (starts at 2 weeks) and sick leave accrual
- California Paid Sick Leave (as permitted by State Law)
- Branded clothing provided
- Fully stocked breakroom for employees (snacks and beverages)

If interested in the position, please send a resume to [PovHR@poverellohouse.org](mailto:PovHR@poverellohouse.org).

No Phone Calls Please

## **EQUAL EMPLOYMENT OPPORTUNITY**

Poverello House has a diverse workforce that is representative of the communities we serve, and is proud to be an equal opportunity employer. All aspects of employment are based on merit, competence, performance and business need. Poverello House does not discriminate in employment on the basis of, race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factors protected under federal, state and local law. Poverello House celebrates diversity and is committed to creating an inclusive, and welcoming workplace environment.