



Benjamin's House Emergency Shelter, Inc.
Program Assistant Job Description
June 2016

Reports to the Executive Director/Case Manager

Summary

As a member of the service delivery team, the Program Assistant's primary role is to provide after-hour supervision of the shelter and to perform housekeeping and related tasks. This position requires flexible scheduling, including evening, overnight, weekend, and holiday hours.

Responsibilities

Under the guidance and direction of the Case Manager/Shelter Manager, the Program Assistant performs the following Task

- Acts as the receptionist after regular business hours; records messages and places them in the appropriate staff mailbox
- Checks the kitchen to make sure it is ready for the meal volunteers (Monday-Thursday); check to ensure that residents are cleaning up the kitchen/dining area (Friday-Sunday)
- Verify that all residents are present at the meal
- Verify that all chores are completed by residents and signed off before 8:00pm daily
- Check unoccupied rooms for cleanliness; perform any cleaning tasks needing to be done
- Check Laundry area and make sure it is empty and that machines are turned off by 8:00pm
- Ensure that all children are in their rooms for bedtime by 8:30pm
- Work on House-Laundry after 8:00pm
- Maintain order and cleanliness in the reception area
- Document any remarkable situations occurring the shift (typed or hand-written) and place information in the case Manager/Shelter Coordinator's Mailbox
- Provide a brief update at shift change to include any significant observations/occurrences
- Document temperature logs on the refrigerator each day
- Enforce program rules and procedures to ensure compliance
- Assist residents with access to telephone, computer, and other resources
- Attend all meetings relevant to the position; participate in required training
- Other duties as assigned by the Case Manager/shelter Manager

Required Knowledge, Skills and Abilities

- Demonstrate a positive attitude and a teamwork spirit in carrying out assigned tasks
- Ability to communicate orally and in writing
- Organizational and time management skills
- Demonstrate dependability and maturity
- Understand the importance of confidentiality; demonstrate the ability to maintain program/resident/agency confidentiality and treat each individual with dignity and respect, and to set and observe personal limits and boundaries, especially with respect to residents
- Ability to accept supervision and complete tasks demonstrating a spirit of cooperation and respect

Qualifications

- High School Diploma or GED
- Work or volunteer experience in a human service setting is a plus

Working Conditions and Requirements for Work

- Work is performed in Benjamin’s House
- Some physical work is required, including lifting, bending, climbing stairs, and carrying up to 35 pounds
- Work Hours will require availability outside normal work hours, including evenings, weekends, and holidays
- Hours will Vary for part-time positions; full time is up to 40 hours per week with flexible scheduling
- Wage: \$9.50 per hour with raise to \$10.25 after 90 day probationary period

The undersigned acknowledges receipt of this job description.

Program Assistant

Date

Lori Bowman
Executive Director

Date