



## Support Staff

### Housing Department

#### **Mission Statement:**

*Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.*

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

#### **Position Summary:**

Oversee the day-to-day operations of the housing projects at multiple congregate locations throughout the South Shore including all aspects pertaining to the facility and tenant behavior. The ideal candidate for the Support Staff position is comfortable entering participant homes, transporting participants and can effectively work independently. Associate's Degree in Human Services or other related field or 1-3 years of experience in the field or in a related area; or equivalent combination of education and experience.

#### **Essential Responsibilities:**

- Assist with the implementation of new and/or revised policies and protocols related to tenants.
- Maintain the privacy of all guest/program participant information in accordance with agency policies, procedures, and practices, as required by law, and in accordance with general principles of professionalism as a social service provider.
- May access confidential guest/program participant. May only share such information with those who have a need to know specific information to complete their job responsibilities.
- Encouraged and expected to report to designated management personnel, without the threat of retaliation, any concerns regarding the company's policies and procedures on privacy and any observed practices in violation of that policy.
- Participate in support staff, agency, triage and other meetings as requested.

- Working as part of a larger team, provide oversight of the housing sites; maintain a safe environment for the tenants of the housing projects.
- Maintain in-depth knowledge about services and programs offered in the Permanent Supportive Housing programs and work with appropriate personnel to increase services or modify services as needed.
- Work closely with the Case Managers and fellow support staff to ensure consistency of policy implementation and tenant protocol and communicate concerns in a prompt and concise manner.
- Establish, monitor and participate in tenant recordkeeping by support staff i.e. guest files, log book, report book, incident and fire logs, statistical record keeping.
- Assess situations related to staff, tenants, and building operations, making appropriate referrals and recommendations when needed.
- Some transporting of participants may be necessary as well as use of emergency/crisis services when called for.
- Facilitate and meet with tenants to ensure program compliance and the results of non-compliance; address and document behavioral concerns.

#### Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

#### Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.