**Union Gospel Mission**

**Support Staff Job Description**

**General Description:**

**▪ Provide daily supervision, monitoring, reporting and technical support services to clients in a residential setting.**

**▪ Maintain appropriate records in addition to ongoing written and verbal communication with Case Managers and other professional staff in relationship to daily client activities.**

**▪ Facilitate an emotional and physical environment conducive to enhancing positive client morale and stabilization.**

**Immediate Supervisor: Program Manager**

**Examples of Job Responsibilities:**

**▪ Monitor daily activities and insure client program participation.**

**▪ Insure that wings are kept in a safe, clean and orderly condition.**

**▪ Insure that clients maintain appropriate attire and personal hygiene.**

**▪ Observe clients for safety, health and risk potentials.**

**▪ Communicate with staff members pertaining to client care team as may be requested for purposes of providing additional client information.**

**▪ Communicate all major incidents to supervisor and case manager in writing and orally; facilitate ongoing information exchange.**

**▪ Monitor facility egress and ingress of clients to include the examination of all personal belongings either brought in by, or brought to, the client.**

**▪ Provide necessary crisis intervention.**

**▪ Insure 24-hour monitoring of clients.**

**▪ Maintain and monitor inventory of linens, hygiene products, medical, first aid kits, furnishings, office supplies, technical and clinical program forms.**

**▪ Monitor client behavior, attitude, and social interaction with peers and staff.**

**▪ Perform diagnostic breathalyzer-testing and collect samples for urinalysis.**

**▪ Maintain and document clients' self-administration of medication.**

**▪ Participate in technical support staffing.**

**▪ Participate in required continuing educational programs.**

**▪ Distribute written communications and documents to clinical staff.**

**▪ Relief staff may perform biographical profiles, program orientations, and groups.**

* **Audit medication room and medication files.**
* **Perform all other duties as assigned.**

**Minimum Qualifications:**

**Two years of college majoring in one of the behavioral sciences, or high school diploma and one year of related work experience in the substance abuse field.**

**Must have the ability to: relate well with a variety of people; exercise good judgment; make responsible decisions with a minimum of supervision; ability and willingness to work from a team approach; empathize and serve as a role model; exhibit personal integrity; mature judgment; emotional stability suitable to the job; no evidence of substance abuse for a minimum of two (2) years; involvement in a twelve-step program is strongly encouraged; adhere to Union Gospel Mission’s Mission Statement by practicing respect, esteem and dignity toward all mankind.**

**Specific Abilities, Skills and Knowledge Requirements:**

**Must be able to effectively and efficiently organize and maintain records.**

 **Must be able to use discretion and independent judgment**

**Must be able to maintain security of confidential records.**

**Must be able to maintain the trust and confidence of immediate supervisor.**

**Must be able to perform the duties and responsibilities of this position.**

**Must be able to be consistent with the principles and standards of Union Gospel Mission.**

**Must be able to meet work attendance requirements.**

**Must be able to read, write, and communicate in the English language.**

**Must be able to operate and answer an office multi-line telephone.**

**Must be able to stay alert and awake while on shift.**

***In addition to the duties describe, must be willing to perform all other job duties as assigned.***