

Job Description

JOB TITLE: Center Assistant (Bilingual – English/Spanish)
FLSA STATUS: Non-Exempt
REPORTS TO Director Services Manager – Residential
DATE REVIEWED: June 2009

JOB SUMMARY: Ensures the efficient daily operations of the residential centers while ensuring safety and support for participants.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES:

- Maintains confidentiality and trust for all employees, participants and visitors.
- Consistently displays culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seeks win/win solutions, values interdependence, shares a common sense of responsibility for the whole
- Acts in a manner that presents the agency in a positive light, and furthers a positive image for the agency. Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly facility appearance.
- Demonstrates respect, courtesy and dignity for all.
- Responds in a timely manner in all aspects of communication.
- Maintains safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties
- Displays adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization.

ESSENTIAL DUTIES:

- Monitors and reports the activities of residents in a twenty-four hour facility
- Provides for the security of the facility and safety of the residents and informs appropriate staff of concerns or needs
- Performs security rounds periodically throughout shift
- Monitors all areas of the facility for upkeep, supplies and maintenance needs and informs appropriate staff of needs
- Performs daily routine upkeep of the facility and grounds
- Manages and documents emergency situations and notifies appropriate staff
- Assists clients in using the computer, food activities, daily chores, and other daily program activities
- Assists clients in abiding by the communal living guidelines of the program
- Monitors clients' self-administration of medications
- Monitors client interactions and provides guidance or crisis intervention as needed
- Maintains appropriate staff/client boundaries
- Appropriately maintains accurate information in Client Track.
- May provide back-up in responding to callers on the crisis line
- Attends all scheduled meetings and briefings and required In-services
- Uphold all laws, policies, and procedures of the State of Arizona, The City of Tucson and EmERGE!
- Performs other related duties

OTHER SKILLS:

- Crisis intervention skills
- Excellent written and oral skills
- Highly organized and able to multi-task
- Proficient computer skills using MS Programs. Data Base knowledge helpful
- Ability to network efficiently with other agency personnel
- Work effectively as a team member
- Ability to work well independently and be self-motivated
- Effective time management skills

EDUCATION and/or EXPERIENCE:

- Associates degree required, Bachelor degree preferred. Equivalent experience may substitute for education
- One year of relevant experience in a social service agency preferred
- Must be at least 21 years of age
- Bi-lingual (English/Spanish) required
- Valid Arizona Drivers License
- Proof of Automobile Insurance
- Fingerprint clearance
- Certified in CPR and First Aid
- Negative TB test

PHYSICAL ABILITY:

Must be able to sit or stand for long periods of time and able to lift up to twenty-five pounds.

I have read and understand the job description as outlined.

Employee Signature

Date

Employee Name Printed