

JOB DESCRIPTION

Title: On-site Supervision, front desk coverage	Division/Department:
Department: Youngdahl	FLSA (Fair Labor Standard Act)Status: HOURLY
Reports To: Director of Community Programs	Employment Status: PT

SUMMARY

Front desk staff will be hired to provide supervision and security for the 16 unit complex. These staff will be in place for a variety of different, seven days a week. These staff will monitor access to the building in the evenings and overnight hours. These staff will monitor the activity in the public areas within the building in the evening and overnight hours. These staff will be available for emergency supports, assistance, or crisis intervention if needed. On-site supervision staff will communicate with Program Manager so they are familiar with the environment of the facility and behaviors of individual tenants after-hours. On-site supervision personnel will contact SCHRC program manager or mobile crisis team for mental health crisis. If there is imminent danger for the tenant or other residents, the on-site supervision personnel will call 911.

PRIMARY RESPONSIBILITIES

- Assist tenants in feeling welcome and safe in the facility.
- Apprise Program Manager or designee of all significant incidents related to individual resident's status via published staff procedures. These may include but are not limited to: changes in behavior, participation in therapies, impact of visits from friends, family, and interaction with peers and compliance with tenant lease obligations.
- Assist in maintaining the cleanliness and safety of the building and grounds.
- Complete required annual staff training and attend required staff meetings.
- Comply with SCHRC policies as described in Employee Manual.
- Comply with Data Privacy guidelines and complete required training and re-training.
- Maintain resident records
- Complete and maintain accurate documentation as directed:
 - Resident Census Log Reports
 - Resident Medication Reports
 - Resident Case notes
 - Accident Reports
 - Incident Reports
 - Supervision documentation
 - Orientation, training and re-training documents

- House Maintenance Reports
- Fire Drill and Severe Weather Drill Reports

SECONDARY RESPONSIBILITIES

Performs miscellaneous projects and completes various tasks as requested by management.

JOB SPECIFICATIONS

Education, Experience and Credentials

1. Must pass required Applicant Background check
2. Be 18 years of age or above
3. Have a High School diploma
4. Have at least 1 year of experience working in the mental health field
5. Ability to handle confidential information responsibly
6. Ability to effectively relate to residents in community or facility.
7. Availability and flexibility to work additional hours, as need dictates.

Level of Access for Electronic Protected Health Information

Clinical Staff

Knowledge, Skills and Abilities

Clarity in verbal and written communication, sensitivity, good judgment in crisis situations, accuracy, good logic, adaptability and flexibility, teamwork in an interdisciplinary setting, sense of humor, initiative, stress tolerance and safety awareness.

PHYSICAL REQUIREMENTS

- Must be able to independently conduct fire and emergency drills.
- Must be ambulatory with ability to walk up and down steps regularly and rapidly.
- Must be able to move about the facility at a rapid pace in response to emergencies.
- Must be able to perceive, assess and respond to resident needs rapidly and accurately.
- Must be able to work assigned shifts with alertness to resident and facility needs.
- Must be able to perform reaching and lifting activities of up to 30 pounds.
- Must be able to perform household cleaning duties to include mopping, dusting, plunging toilets, moving furniture and keeping walkways safe and clear of snow and ice.
- Must maintain a valid Minnesota driving license with a safe record.
- Must have own vehicle and be able to drive the Center's vehicles.

TOOLS AND EQUIPMENT USED

Have the ability to work in an environment which requires the use of a computer, telephone, copier, fax, etc.

WORK ENVIRONMENT

Duties are performed indoors in an office/community setting and client's homes