Lutheran Social Services of the Southwest
Interfaith Homeless Emergency Lodging Program (I-HELP)
Program Assistant

Exempt: No  
Salary Level: Set by C.E.O.
Reports to: Program Manager  
Location: West Valley
Department: Emergency Services  
Date Reviewed: February 2022
Program: I-HELP  
Supervises: N/A

General Description
Facilitate the delivery of program services to homeless men and women in Interfaith Homeless Emergency Lodging Program (I-HELP). Implement the objectives of Lutheran Social Services of the Southwest, as appropriate. The job requires sensitivity to the program population’s cultural and socioeconomic characteristics.

Essential Duties and Responsibilities include the following:

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| 25    | 1. Overnight supervision of program participants.  
2. Participates in the development of programs for men and women who are referred through community programs.  
3. Focus efforts to inspire a client-centered approach to quality service delivery and operational excellence; uphold all policies and procedures.  
4. Provide excellent customer service and exhibit respectful, professional conduct in all communications, including in-person, written, and electronically. This includes good working communication with community partners and funders; the ability to set appropriate professional boundaries; to respond to and manage conflict that may arise; and to maintain a positive, customer-oriented attitude at all times. |
| 15    | Conducts intake interviews and completes intake paperwork for potential program participants. Prepares written reports and ensures all participant files and written documentation is accurate and current in accordance with all contractual requirements. Assist participants to obtain and coordinate community information, resources and referrals. |
| 20    | Train and monitor activities of peer monitors. |
| 10    | Drive fifteen passenger van, as required. |
| 5     | Assist with the development and implementation of program evaluation and data collection. Assist with report summaries and file maintenance, general copying, filing and assisting in gathering and preparing program materials for presentations, distributions, etc. |
| 5     | Develop and maintain relationships with collaborating agencies, community partners, local communities and congregations. Work cooperatively with |
Emergency Services staff, volunteers and other departments within Lutheran Social Services.

5. Follow internal protocol immediately with regard to safety, health, and environment of client or worker workspace and workplace equipment.

5. Present a professional attitude and wear professional attire at all times.

5. Maintain current status/renewal of professional credentials including motor vehicle screening and a clear driving record.

5. Performs other duties as assigned.

Qualifications Requirements
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must show proof of freedom from TB before client contact.
- Provide and maintain a current Level One Fingerprint Clearance Card.
- Provide and maintain a current certification in First Aid and CPR.
- Possess and maintain a valid AZ Driver License and reliable transportation.
- Clear a criminal background, credit check and motor vehicle screening
- Clear the Department of Economic Security, Department of Aging and Adult Services Central Registry Background Check

Education and/or Experience, Ability
- Associate degree or two years related social service experience and/or training; or equivalent combination of education and experience preferred.
- Proficient computer skills with knowledge of Outlook and Microsoft Office Programs (i.e. Word, Excel, PowerPoint)
- Excellent time management ability.
- Skills in English composition, grammar, spelling and punctuation
- Ability to solve problems, work independently and make decisions.
- Experience in homeless shelter work or extensive human services preferred
- Reliable transportation

Language Skills
Ability to communicate clearly. Ability to listen and perceive need. Ability to work with people from diverse backgrounds non-judgmentally. Ability to effectively present and represent LSS-SW and the program’s needs to religious and community groups as well as others in the social services community. Bilingual English/Spanish Preferred

Mathematical Skills
Ability to calculate figures and amounts.
**Reasoning Ability**
Ability to define problems, collect data, evaluate information, draw conclusions, and take appropriate action based on this information. Ability and confidence to make decisions and to solicit guidance from Supervisor.

**Physical Demands/Work Environment**
The physical demands and work environment characteristics here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee may be required to sit or stand for long periods of time. The employee frequently is required to use hands to hold objects and operate office equipment.
- The employee is required to be able to listen and communicate effectively.
- The employee frequently is required to use hands to hold objects and operate office equipment.
- The employee may be required to occasionally lift and/or move up to 25 pounds.
- The noise level in the work environment varies with the activity level of the facility.
- Ability to work within mission of LSS-SW.