LIFTING UP WESTCHESTER JOB DESCRIPTION

Position: CLIENT CARE SPECIALIST

Location: Samaritan House Women’s Shelter
33 Church Street, Parish Hall
White Plains, NY 10601

Rate of pay: $17-19 per hour

Reports to: Director of Shelter Services

Shift: Tuesday, Thursday, Friday and Saturday from 3:00 pm-11:00 pm

Provide direct care, guidance and supervision to residents of the program; assist in homemaking and routines of daily living at shelter. Foster positive socialization and interaction among residents, provide informal counseling; carry out record keeping and other assignments as needed.

**Responsibilities include but are not limited to:**

- Develop good relationships with residents and contribute to the development of a positive atmosphere in the program.
- Assist the shift supervisor in carrying out daily routines of program including performing and monitoring daily chores, food service, laundry, housekeeping, etc.
- Serve as security staff person to ensure orderly entrance and exit of residents and to escort unauthorized or disruptive clients or other unauthorized individuals out of the building.
- Listens to concerns of residents and communicates issues and problems arising with shift supervisor, document information via narratives and other records; provide other reports on shelter as needed.
- Attend staff meetings and in-service training workshops when required.

**Requirements:**

- High School Diploma/GED with minimum of 1 year experience in Human Services helpful.
- Knowledge of domestic abuse, alcohol, drug, and mental health issues preferred
- Basic computer and data entry experience required.
- Must have sensitivity to the needs of vulnerable adults

**Working Conditions**

- Employees work in a residential care environment and are subject to the physical and emotional behavior and communicable diseases of the residents.