

PROGRAM: Residential Services--Cottage

TITLE: Shift Administrative Aide for 3-11 Shift

PRIMARY FUNCTION/PURPOSE

1. Perform receptionist, clerical and administrative duties associated with operation of the shelter as directed by Shift Supervisor
2. Interact with children in a positive manner, providing a nurturing and secure environment
3. Responsible for overall safety, welfare, care and security of children in care with the ability to carry out established Shelter evacuation procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receive telephone calls and visitors, give routine information, and refer callers and visitors to appropriate staff. Take messages using message log provided as required and deliver to Shift Supervisor
- Maintain the appointment book; document pending appointments, alert and assist Shift Supervisor of pending daily appointment, complete necessary documents as directed
- Post scheduled children's daily activities
- Post scheduled tours of the facility
- Post volunteer schedule received from the Volunteer Coordinator
- Greet visitors, volunteers, case workers, and police officers arriving at the shelter and direct to the Shift Supervisor or appropriate staff member
- Identify volunteers using the volunteer roster binder and schedule; ensure volunteers sign in using shelter visitor's log.
- Ensure all visitors sign in and sign out using the visitors log—no exception
- During normal working hours, ensure Child Protective Service (CPS) caseworkers visiting the shelter see the Shift Supervisor, Case Manager for Admissions, or Shelter Manager before leaving the facility.
- Assist with intakes and discharges as needed/required
- Assist with medication documentation, initialize the Prescribed Medication Record (RR Form 14) for medications delivered for children residing in the shelter
- At the direction of the Shift Supervisor notify the Shelter Manager or Case Manager for Admissions of all pending intakes
- Using approved referral form refer approved voluntary admissions to the Child Abuse/Neglect Hotline as directed by Shift Supervisor, Shelter Manager or Case Manager for Admissions
- Ensure all donations are annotated on a CSSA-13A and document is turn in to Community Relations
- All donations of money will be immediately referred to the Shift Supervisor, Shelter Manager or Vice President Residential Services—no exceptions
- Assist with the evening phone calls as appropriate from parents to residents or from residents to their family as directed by the Case Manager for Admissions or Shift Supervisor
- Insure the copying machine is maintained, cleaned, supplies on hand to include toner and paper; submit monthly usage reports as required
- Utilize and maintain office equipment, such as copier, fax and computers
- Type correspondence, reports, case management files as assigned by Shelter Manager
- Send fax documents pertaining to shelter business at the direction of the Case Manager for Admissions, Shift Supervisor or Shelter Manager. Faxing documents long distance requires prior approval and PIN.
- Maintain supply of blank forms used in shelter operations as needed in the cabinet

- Perform photocopy tasks as required
- Receive all incoming mail coming to the shelter and forward to Shelter Manager. Forward all non-shelter mail to appropriate offices using interoffice distribution. Distribute all non-mail distribution to individual to whom addressed. Personal mail should not be delivered to the shelter address.
- Maintain and order office supplies at direction Shelter Manager
- Maintain reception desk area clean and orderly at all times
- Responsible for own personal safety, your co-workers, and others that might enter your work area
- Perform other specified duties as assigned by the Shelter Manager, Case Manager or Shift Supervisor

GENERAL EXPECTATIONS

Maintain an image of poise and professionalism; handling the telephone and visitors in a cordial manner without reception area turning into "Talk Central"; recording messages accurately and referring to appropriate office in a timely manner; maintain clean and uncluttered reception area and immediate work area; assisting the Case Manger and Shift Supervisor in all administrative manners related to the operation of the Shelter.

REQUIREMENTS

1. Able to document activities/messages clearly and accurately
2. Skills in organizing work in a responsible way in an environment with multiple challenges and priorities/time management skills
3. Bilingual ability in English and Spanish preferred
4. Ability to engage and communicate effectively with persons from diverse cultures, and communities, as well as from different groups, including children, their parents, agency colleagues, support staff members, supervisors, administrators, and the legal and judicial system/good public presence.
5. High School Diploma or equivalent
6. Good public presence and telephone manner
7. Computer literate Office Word, Office Excel, Office Outlook
8. Access to reliable and safe transportation for self
9. TB Test on employment and completion of questionnaire annually thereafter
10. Favorable background check and drug testing
11. 7-3 Aide clocks out for lunch (one hour for lunch); 3-11 Aide eats dinner at the shelter (bring in dinner or pay for meal in dining room); because of the need for assistance with intakes, 3-11 incumbent not allowed to leave the work site during 8-hour tour of work.
12. Maintain a working telephone or other reliable means of communication

DESCRIPTION OF THE WORKING ENVIRONMENT

The working environment is primarily inside, seated at reception desk; however, some work assignments are completed outside the office setting. Generally, a person will have to be in good health and spirits to sustain the activity necessary to maintain the position. Scheduled for 40 hours per week (on time clock).

DESCRIPTION OF ORGANIZATIONAL RELATIONSHIP/REPORTING RELATIONSHIPS

Supervised by: Shift Supervisor

Supervises: Not Applicable

Drivers License # _____ Expiration Date: _____

Incumbent _____ Date: _____

Reviewed by _____ Date _____