

CLIENT SUPPORT SPECIALIST

POSITION SUMMARY:

This position is responsible for the routine operation of Milwaukee Women's Shelter during the assigned shift. The Client Support Specialist will work a flexible schedule, covering second and third shifts as needed at a 24 x 7 facility.

The position maintains a clean, safe and proactive environment by providing support and advocacy to individuals residing at the Shelter. The position is responsible for completing all activities listed on the shift worksheet, and for accurately documenting the results.

RESPONSIBILITIES:

The Client Support Specialist's responsibilities include, but are not limited to:

1. Answering the house phone and routing calls appropriately or providing assistance directly to callers.
2. Assisting with Orientation of the women to the facility.
3. Consistently providing accurate and appropriate charting and logging in the resident's medication record, daily log and resident files.
4. Assisting with overseeing general house maintenance activities to assure the building is clean and orderly at all times.
5. Conducting hourly rounds throughout the entire house to ensure resident safety.
6. Providing information and support to the women residing at the Shelter.
7. Serving as an internal and external liaison by behaving in a professional manner at all times when interacting with staff, clients, volunteers, and community organizations.
8. Functioning as a team member in order to meet the goals and objectives of the program.
9. Providing coverage as needed.
10. Facilitating house meetings when necessary.
11. Performing other tasks as assigned by the Operations Manager.

QUALIFICATIONS:

1. Experience with developing, implementing and overseeing multi-site systems, with an emphasis on health, safety, and liability.
2. A good knowledge of and sensitivity to matters relating to domestic violence, trauma and alcohol and other drug abuse matters.
3. Effective verbal and written communication skills.
4. Basic computer experience (Microsoft Office, Excel spreadsheets, etc) is highly desirable.

5. The ability to interact comfortably and persuasively with diverse clients, staff and volunteers.
6. The ability to problem solve within the prescribed framework of policy and procedure.

COMPENSATION: \$14.00 per hour.

BENEFITS: Community Advocates compensation package includes health, life, short & long term disability insurance, employee-paid dental and vision; a 401(k) plan, Flexible Spending Accounts (dependent and medical) and generous paid benefit time.

ADDITIONAL INFORMATION: Must undergo a background check and drug test.

HOW TO APPLY: Submit resume and cover letter to jobs@communityadvocates.net by Monday, 5/20/2019.