



Heading Home

Job Title: Social Services Assistant (SSA)
Program: Heading Home Lexington Hotel
Reports To: Executive Director
Hours: 10pm to 8am

Exempt Non-Exempt X

Position Summary:

The SSA is responsible for programmatic oversight and coordination of services at the Lexington Hotel.

Essential Duties & Responsibilities of a Social Services Assistant include:

- Reports to Lexington Executive Director
- Supports Site and Services Coordinators, other SSA's, and Volunteers
- Conduct COVID- 19 screening as required with new and current residents.
- Maintains good rapport with residents to facilitate a safe and comfortable environment
- Maintains accurate counts and file documentation
- Conflict resolution, de-escalation, and connection to behavioral health providers when appropriate
- Communicates directly with supervisor, security personnel and other staff
- Monitors all spaces
- Performs searches on incoming residents
- Conducts room checks as needed
- Enforces policies (City of Gallup and HH rules)
- Connects guest to case manager and medical providers as needed
- Is mindful of and adheres to all safety protocols
- All other assigned duties

The responsibility of all Heading Home employees includes the following:

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes, and organizational policies.
- Maintain client, resident, guest, and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand, and comply with all guidelines of the Heading Home Employee Handbook.

Qualifications:

To perform this job successfully, an individual must have excellent communication and interpersonal skills, must be able to think strategically, act quickly and must work well with others across a broad spectrum of situations. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Prior experience in working with individuals experiencing homelessness and mental illness is highly desired.

Skills:

- Ability to communicate effectively both orally and in writing
- De-escalation, trauma informed care, or similar training is highly desired
- Must be able to maintain composure under difficult situations

Other Requirements:

- MANDT Training and CPR/First Aid certification within 30 days of employment
- Ability to navigate stairs and uneven terrain

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Print Name: _____ Date: _____
Social Services Assistant

Signature: _____ Date: _____
Social Services Assistant

Signature: _____ Date: _____
Executive Director