

## **LIFTING UP WESTCHESTER, INC**

### **Job Description: Client Care Worker**

**Summary:** Provides direct care, guidance, and supervision to residents of program; assists in oversight of homemaking and routines of daily living at shelter; fosters positive socialization and interaction among residents; provides informal counseling; carries out record keeping; participates in supervisory, training, and staff meetings as required; Carries out any other assignments as needed. Reports to: Deputy or Assistant Director and Shift Supervisor.

Reports to: Client Care Supervisor

Status: Non Exempt

#### **Duties and Responsibilities:**

- Develops good relationships with residents and contributes to the development of a positive atmosphere in the program.
- Assists shift supervisor in carrying out daily routines of program including monitoring daily chores, food service, laundering service, locker runs, leisure activities, etc.
- Accompanies residents as needed to special activities, individual appointments and to and from satellite shelter.
- Listens to concerns of residents and communicates issues and problems arising with shift supervisor, documents information via narratives and other records; provides other reports on shelter as needed.
- Attends staff meetings and in-service training workshops when required.
- Serves as security staff person to insure orderly entrance and exit of residents and to escort out unauthorized and disruptive clients.
- May serve in absence of respective shift supervisor; assists in general maintenance and housekeeping as the need arises.

#### **Minimum Job Requirements:**

High School diploma/GED with minimum of one year experience in Human Services (experience relevant to residential-type environments). Knowledge of alcohol, drug, and mental health issues required; Valid driver's license a plus. Must be able to work shifts and/or weekends.

#### **Knowledge, Skills and Abilities Required:**

- CPR and First Aide training or certification
- Understanding of homemaking, group work, and positive human relationships.
- Must have sensitivity to needs of indigent 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.

*The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.*

- Physical Requirements
- The job duties require an employee to handle the physical demands of the work including restraining patients.
- Special Note: Client Care Workers may be employed without a guaranteed number of hours or fixed schedule; schedules are developed on an “as needed” basis.

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