



*Our Mission -
To empower women to achieve life changing recovery through proven
treatment and critical support services.*

Job Title: Program Coordinator Assistant – STR
Reports to: Program Coordinator
Job Classification: Non- Exempt

Position Summary:

Support and encourage clients to learn the necessary skills to re-integrate into society and better support and care for themselves.

Job Duties:

- Supervise and support clients' day-to-day activities and dispense medications according to set policies and procedures.
- Assists with scheduling, orientating new clients to the program within 24 hours.
- Assists with weekly house meetings.
- Follows all agency & program policies and procedures including philosophy, confidentiality, ethics & safety procedures. Provides consistency in applying policies, procedures, and house rules.
- Provides in-depth training of new mentor staff ensuring competency.
- Assists with shift coverage at STR. Includes working an open shift or finding coverage for open shift.
- In a non-judgmental manner, monitor, empower, hold accountable and document client behaviors.
- Perform all duties and interactions with clients in a Trauma Informed manner; seek to understand what happened and the meaning of those experiences.
- Assist clients in a positive, professional manner. Assist with cooking, cleaning, and provide positive communication. Spend all available time after tasks are completed with the clients in the living areas.
- Remain awake and alert during the hours on duty and perform all required tasks (1st, 2nd, and 3rd shifts).
- Complete and conduct all shift duties;
 - Filing, documenting, transporting, cleaning all workstations during assigned shifts, monitor and accurately record prescribed medications taken by clients, and observe the correct dosage is consumed and all other tasks assigned.
 - Ensuring clients are accounted for throughout the shift, making sure doors are locked, ensuring appliances are off and/or unplugged, monitoring temperature in the refrigerator and freezer, identifying, and reporting maintenance needs and ensuring all areas of the facility are secured.
- Conduct assigned Urine Analysis and Breathalyzer tests, completed documentation and report to clinical staff.
- Utilizing agency vehicle, provide transportation for clients in a safe manner and appropriate situations including community AA/NA meetings, emergencies, etc.



A United Way Agency

- Accurately record contacts with clients and/or observations made during shift in Credible in a non-judgmental and factual manner.
- Conduct all scheduled fire, tornado, and other emergency drills, as assigned in a timely manner.
- Lead groups for clients, such as: homework group, orientation group, exercise group, psych ed groups and hours meetings as required by the Program Coordinator.
- Arrives on time, prepared and welcoming to clients for groups assigned as reflected on by client feedback and surveys.
- Maintains appropriate documentation on each client served, including contact notes, progress reports to referring agencies and shift logs as needed.
- Provides crisis intervention.
- Respond to crisis situations calmly and effectively. Communicate with staff and follow proper emergency procedures.
- Demonstrate and maintain appropriate interaction and boundaries with clients.
- Utilize active listening skills, motivation interviewing and self-focus when dealing with clients. Attend to the clients' needs in an empowering manner.
- Regularly attend and participate in mandatory program Mentor and All Staff Meetings. Attendance of a minimum of 8 meetings per year is required.
- Full Time Mentors work at least three holidays per year; Part Time and On-Call Mentors work at least two holidays per year.
- Complete all monthly and Annual Relias online e-learning courses on time, in compliance with state and accrediting organizations training requirements.
- Attend at least two training sessions per year on cultural competency.
- Performs other duties as assigned.

General Job Duties:

- Complete all monthly and Annual Relias online e-learning courses on time, in compliance with state and accrediting organizations training requirements.
- Maintains First Aid, CPR & Medication Aide certification and completes all required CARF training.
- Attend at least two training sessions per year on cultural competency.
- Attends and participates in staff training, work teams, and all staff meetings, as directed.
- Performs other duties as assigned.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to act with integrity, professionalism, and confidentiality.
- Abide by HIPAA and 42 CFR confidentiality requirement which include but not limited to businesses, family members, friends of clients, and other agencies and the public including safekeeping of client identified materials.
- Support St. Monica's Home in the organization's objective to be a diverse, equitable, inclusive, and accessible workplace.
- Follow all agency and program policies and procedures including philosophy, confidentiality, ethics, and safety procedures.

- Regular and on-time attendance required.

Position Competencies:

- Verbal communication
- Written Communication
- Organizational Skills

Education and Experience:

- High School diploma or equivalent; Associates Degree in Human Services Field OR minimum 2 years' coursework in Human Services Field OR 2 years' experience in Human Services Field required.
- Must be at least 21 years of age.
- First Aid / CPR and Medication Aide certificate required or ability to be certified.
- Driver's license and valid insurance required upon hire.

Physical Requirements:

- Ability to lift 25 lbs. regularly, climb and descend stairs.
- Ability to thrive in a fast paced, deadline-oriented work environment.

St. Monica's Home is an equal opportunity employer. We do not discriminate against any employee or applicant for employment on the basis of age, race, religion, color, ethnicity, disability, gender, sexual orientation, gender identity, or national origin.

EMPLOYEE SIGNATURE:	
DATE:	
SUPERVISOR SIGNATURE:	

Creation Date: 05/2023
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