



03/26

Community Action Partnership of Madera County

JOB TITLE: SHELTER / RESIDENT SUPPORT AIDE

DEPARTMENT: Victim Services

REPORT TO: Victim Services Coordinator

SUPERVISE: N/A

COMPENSATION: Range 15.5

FLSA: Non-Exempt

JOB OVERVIEW: This position is responsible for performing the necessary duties to assist clients with daily activities. Assists shelter staff with maintaining shelter supplies, food, donations, and shelter facilities upkeep.

QUALIFICATIONS:

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, abilities, core competencies, and/or physical required. As required by state and federal law, reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the position so long as they do not pose an undue hardship to CAPMC. Mandatory completion of the Domestic Violence Counselor/Sexual Assault training per Evidence Code 1035.2-4 and 1037.1 is required.

EDUCATION/ EXPERIENCE:

- High School diploma or GED is preferred.

ABILITY TO:

- Work effectively with clients and their children from all socio-economic cultural backgrounds.
- Pass a background investigation intended to identify factors which may limit effective performance on the job and other areas consistent with local practice and policies.
- Work required weekend/evening/night shifts.
- Pass the Rape/Sexual Assault/Domestic Violence Counselor Training.
- Understand and carry out oral and written directions.
- Maintain accurate records.
- Operate necessary office machines.
- Maintain cooperative relationships with those contacted in the course of work.

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- Speak and read Spanish is required.
- Use Microsoft Outlook, Teams, 365 products.

KNOWLEDGE OF:

- Community Resources.
- Family Activities.

CORE COMPETENCIES:

- Customer Commitment – proactively seeks to understand the needs of CAPMC customers, populations, and communities served by CAPMC and provides the highest standards of services.
- Dedication to Professionalism and Integrity – demonstrates and promotes fair, honest, professional and ethical behaviors that establishes trust throughout the organization and the populations and communities served by CAPMC.
- Organizational Excellence – takes ownership for excellence through one's personal effectiveness and dedication to the continuous improvement of CAPMC's programs and services.
- Success through Teamwork – collaborates and builds partnerships through trust and the open exchange of diverse ideas and perspectives to achieve organizational goals.

GENERAL PHYSICAL REQUIREMENTS

- Exerting up to 15 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Able to maintain regular, punctual attendance taking into account the provisions of CAPMC's absenteeism policies and consistent with laws and regulations such as the Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL) and other federal, state and local standards.
- Able to perform the essential job functions of the job subject the potential reasonable accommodations subject to the standards and limitations of the ADA, FEHA and federal, state leave laws including, without limitation, the FMLA, CFRA, PDL and other federal and state laws and regulations.

MAJOR DUTIES & RESPONSIBILITIES:

LEADERSHIP

- Adheres to and applies the CAPMC mission, values, standards, policies, and procedures.
- Attends mandatory new employee orientation/mentor activities.
- Attends training, workshops, and classes to keep abreast of client engagement theories and practices.
- Engages and encourages personal and professional development.
- Ensures services are provided to all clients in a manner consistent with CAPMC mission, standards, values, and grant requirements.
- Identifies and resolves concerns and issues.
- Interacts with clients and their families in a culturally and socially sensitive way.

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- Keeps apprised of developments and trends in the program's operation and be attentive to the changing or growing needs of the community.
- Keeps informed of current theories and practices in the field.
- Keeps informed of program terms, conditions, and eligibility changes.
- Maintains and ensures that staff and volunteers maintain the confidentiality of staff, parents, child, client, community, and agency information included in files, conversations, meetings, correspondence, or any other source.
- Makes recommendations for replacement, purchase, or repair of equipment.
- Models' professionalism for parents, children, clients, community, co-workers, and volunteers.
- Prepares and actively participates in staff meetings and committees.
- Promotes a team environment and teamwork.
- Reports and assists in reporting suspected child abuse in accordance with CAPMC child abuse reporting procedures.
- Represents CAPMC in the community in a professional and competent manner.
- Responsible for setting priorities and meeting deadlines.
- Shares information and knowledge with appropriate staff members.
- Works as a team member to support the functions and operations of the Department and the Agency.

PROGRAM DUTIES

- Assists clients and their children.
- Assists in the general management of shelter.
- Helps make appointments and arrangements for transportation, transport, as necessary.
- Maintains records of all services provided to shelter clients and their children.
- Assists with house meetings and child activities.
- Assists shelter clients with completion of applications/forms.
- Maintains shelter supplies, food, cleaning supplies, diapers etc.
- Assists with cleaning and light maintenance of facilities.
- Organizes recreational and educational experiences for children.
- Sorts, stores, and disposes of shelter donations.
- Assists with purchasing client's groceries.
- Provides childcare when needed.
- Assists with agency/community activities.
- Admits clients into shelter.
- Completes drug screening, and assessments.
- Departs clients as needed.
- Provides peer counseling to shelter clients and children.
- Reports to request for crisis response.
- During non-office hours, responds to crisis line or provides back up to volunteers on a 24-hour crisis line on a rotational basis.

OTHER DUTIES:

- Adheres to the Americans with Disabilities Act of 1990 (ADA) and California Fair Employment and Housing Act, in interactions with the population and communities served by CAPMC in this position which, among other things,

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prohibits discriminatory conduct towards any qualified individuals with disabilities. Children with disabilities are enrolled in the classroom as mandated by federal and state laws.

- Ensures strict compliance with Universal Precautions (CDC guidelines developed to prevent the transmission of bloodborne pathogens, such as HIV and hepatitis B, which includes guidelines regarding hand hygiene, Personal Protective Equipment (PPE), Safe Handling of sharps and contaminated materials, and environment cleaning and disinfection of surfaces and equipment) during work-related visits or when administering first aid.
- Other duties as assigned within scope of job classification.

LIMITS OF AUTHORITY

- Relative authority to maintain compliance with federal, state, and local laws as well as the Agency's policies and procedures.
- Relative authority to maintain compliance with program standards and the requirements of funding guidelines.
- Maintains close communication with the immediate supervisor to recommend a course of action and to receive directives on priorities.

OTHER REQUIREMENTS:

- Must be able to relate with all people of the community regardless of sexual, ethnic, racial, or religious background or socio-economic level.
- Must be dedicated to the goals and philosophy of CAPMC and Department.
- Must possess emotional maturity, stability, tactfulness, and the ability to provide professional leadership.
- Must have dependable insured transportation and a valid California Driver's License and acceptable driving record. A DMV printout and proof of insurance will be required. Mileage may be reimbursed subjected to CAPMC's policy.
- Must complete all background requirements: references, sex offender registry check, livescan checks, a pre-employment health and drug screen, acknowledgement of child abuse reporting responsibility, criminal record statement, and receive satisfactory clearance from all licensing and investigative authorities. Employment is contingent upon receiving clearances from appropriate authorities.
- Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to always ensure maximum safety for oneself, fellow employees, clients, and children.

PHYSICAL ACTIVITIES AS NEEDED TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION

- **Balancing:** Maintaining body equilibrium to prevent falling or tripping when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, stepping stools, ramps, stairs, and the like, using feet and legs and/or hands and arms. Hands and arms may

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be used for balance, such as holding a railing.

- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Driving:** Driving is the operation of a motorized passenger vehicle or other vehicle such as forklifts, golf carts, riding mowers.
- **Eye/Hand/Foot Coordination:** Performing work through using two or more body parts or other devices.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- **Fine Manipulation:** Touching, picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.
- **Foot or Leg Controls:** Use of one or both feet or legs to move controls on machinery or equipment. Control includes, and is not limited to, pedals, buttons, levers, or cranks.
- **Gross Manipulation:** Seizing, holding, grasping, turning, or otherwise working with the hand(s). It is often present when lifting involves the hands. Fingers are involved only to the extent that they are an extension of the hand to hold or operate a tool such as tin snips or scissors.
- **Hearing Requirements:** The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes or alarms) (with or without correction). This includes in person speech, other remote speech, other sounds, telephone, video conference.
- **Keyboarding:** Entering text or data into a computer or other machine by means of a traditional keyboard. Traditional keyboard refers to a panel of keys used as the primary input device on a computer, typographic machine or 10-Key numeric keypad.
- **Kneeling:** Bending legs at the knees to come to a rest on knee(s).
- **Lifting or Carrying:** Lifting is raising or lowering an object from one level to another. Lifting can include an upward pulling motion. Carrying is to transport an object – usually by holding it in the hands or arms or wearing it on the body.
- **Pushing or Pulling:** Pushing is exerting force upon an object so that the object moves away from the origin of the force. Pulling is exerting force upon an object so that the object moves toward the origin of the force. Pushing or pulling may involve use of hands or arms and/or feet or legs done with one side of the body or both sides.
- **Reaching at or below Shoulder Level:** Reaching at or below the shoulder is present when there is 'Reaching,' but it does not meet the threshold for

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'Overhead.' 'Overhead' and 'At or Below the Shoulder Reaching' can be present in the same task.

- Reaching Overhead - Extending the arm(s) with the hand(s) higher than the head and one of these conditions exist: (1) A person bends the elbows, and the angle at the shoulders is about 90 degrees or more, or (2) A person keeps the elbow extended, and the angle at the shoulder is about 120 degrees or more.
- Repetitive Motions: Making frequent continuous movement.
- Alternate Standing/Sitting at Will: The ability to alternate between standing and sitting is present when the employee has the flexibility to choose between standing or sitting as needed.
- Sitting: Remaining in a seated position.
- Speaking: Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- Standing or Walking: Standing is to remain on one's feet in an upright position without moving about. Walking is to move about on foot.
- Stooping: Stooping is bending the body forward and down while bending the spine at the waist 45 degrees or more either over something below waist level or down towards an object on or near the ground.

VISUAL ACUITY

- Near Visual Acuity: Clarity of vision (with or without correction) at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers.
- Far Visual Acuity: Clarity of vision at 20 feet or more (with or without correction). This is not just the ability to see a person or object, but the ability to recognize features as well.
- Peripheral Vision: Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions so long as they do not pose an undue hardship to CAPMC.

WORKING CONDITIONS

- Since several of the job duties require the worker to work outside on a regular basis, the worker will be subject to environmental working conditions, inclement and / or hot weather, etc. Activities occur inside and outside.

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- The worker may be exposed to infectious diseases while working and interacting with the populations and communities served by CAPMC in this position.

To build a diverse workforce, CAPMC encourages applications from individuals with disabilities, minorities, veterans, and women. EEO/AA Employer.