



**Administrative Office  
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Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

## **JOB ANNOUNCEMENT: On Call Support Assistant**

### **Position Summary**

The On-Call Support Assistant is responsible for providing operational support for our emergency shelter locations and may include operating a passenger van as well as cooking and serving meals for large groups of people. The position facilitates safe operations of on-site communal programming and other day-to-day shelter activities. This position responds to participant requests, provides resource information, and referrals as appropriate for obtaining housing. Under the direction of the Program Manager - Shelter Operations, the On-Call Support Assistant will oversee special shelter projects and other work assignments as assigned. The On-Call Support Assistant will ensure all forms, documents, and information is updated and will follow all written policy and procedures as stated. Shifts may include: day shifts, evening shifts, awake overnight shifts, weekday and/or weekend shifts. This entry level position is ideal for gaining experience in a community service environment while pursuing or completing a degree in social services or any related fields of study. This position is on-call, up to 19 hours per week, non-exempt at \$14- \$15 per hour.

### **Essential Functions**

- Assist with supervision of clients, while ensuring that safety is at the forefront of every decision
- Proficient use of various software functions such as e-mail, electronic timesheets, daily logs, completing required online trainings, etc.
- Consistently operate van in a safe manner and observe all traffic laws.
- Maintain the van in such a manner that it is clean and in good running order. Immediately report all safety and maintenance issues to the appropriate supervisor.
- Assist clients with belongings, wheelchairs and other baggage as needed. Assist participants with access in and out of van when needed.
- Assist in conflict resolution with the objective of modeling and encouraging positive methods of problem solving, respectful communication and self-restraint. Ability to discern when to disengage or request assistance from others.
- Monitor and document participant compliance with program guidelines, including bed/room cleanliness, adherence to program curfew, etc.

- Assist with any on-site emergencies; fire evacuation, police intervention completing all required documentations for incidents and reporting.
- Carry out mandatory operational tasks including accurate and thorough paperwork, daily checklists, and light laundry/cleaning. Help with cleaning, sorting donations, and other facility tasks as needed.
- Thorough familiarity with the policies and procedures guiding the work of this position in particular, the program and/or department overall. Perform job functions in line with these policies and procedures.
- Complete regular rounds as directed throughout the inside and outside of the facility including safety and/or health compliance checks.
- Be thoroughly familiar with the policies and procedures guiding the work of this position in particular and the program or department overall. Perform job functions in line with these policies and procedures.
- Maintain professional behavior in all aspects of job:
  - Respect Participant confidentiality and adhere to all privacy regulations.
  - Be an example of behavioral expectations. Be a positive role model and representative for Catholic Charities in the community.
  - Maintain a professional appearance and presence.
  - Demonstrates support, usage and acceptance of agency data culture.
  - Actively applies support, usage and acceptance of agency data culture, as applicable, into job duties.
- Remain on-site for “on-duty” meal period when no other shift coverage is available.

**NOTE: Catholic Charities considers this position to be a mandated reporter of elder and child abuse.**

### Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency’s mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible*

### Education, Experience, and Skills Required

- High school diploma, required.
- Appropriate organizational and communication skills to fulfill job duties. Computer literacy, required; knowledge of software functions and demonstrated ability to follow and use new software systems.
- Ability to work under pressure, be flexible and manage multiple priorities.
- Experience in crisis intervention, preferred.
- Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency.

- Flexibility required during meal period when no other shift coverage is available; including remaining on site.
- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of CCDSR and its clients.
- Bilingual (English/Spanish) preferable, but not required.
- Valid California driver's license (Class C).
- Current DMV printout; clean driving record for previous three years.
- Possess at least state-mandated level of insurance.

### **Physical Requirements**

- Ability to walk for up to 8 hours per day with intermittent occasional standing, bending, squatting, or climbing.
- Ability to operate vacuum cleaner.
- Ability to lift items up to 30 pounds to a height up to 5 feet.
- Ability to carry items up to 50 pounds for distances up to 100 yards and from 51 to 100 pounds up to 10 feet.

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### **PERKS**

**10 Vacation days per year**

**13 Holidays per year**

**Very Affordable Health, Vision and Dental Insurance**

**Referral Bonus for employees**

**403b Plan with 5.5% contribution**

**Premium Pay for Overnight Shifts**

**Team Spirit and Supportive Work Environment**

**Great Organizational Mission**

**Equal Employment Opportunity – M/F/D/V**

Visit [www.srcharities.org](http://www.srcharities.org) for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.