



Administrative Office
987 Airway Court
Santa Rosa, CA 95403
707.528.8712 (v) 707.575.4910 (f)

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: Program Aide

Position Summary

The Program Aide is responsible for providing operational support and oversight during the 12:00am-8:00am (graveyard) shift at various emergency shelter locations. The Program Aide facilitates the safe operation of on-site day-to-day shelter operations. The Program Aide responds to client needs and concerns. 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. Shifts may include weekdays, weekends and holidays. This full-time, non-exempt position has a starting rate of \$13 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.
- Attend all in-service trainings, staff meetings, and participate in team building.
- Assist with any on-site emergencies; fire evacuation, police intervention completing all required documentations for incidents and reporting.
- Use of open communication with coworkers including Case Managers.
- 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.
- Demonstrated knowledge and experience with calming elevated tempers and diffusing anger without escalating conflict. Ability to disengage or request assistance from others when necessary.
- Conduct mandatory operational tasks including accurate and thorough paperwork, daily checklists, and light laundry/cleaning. Assist with cleaning, sorting donations, and other facility tasks as assigned as needed.
- Assist with check-in/check-out process, including assisting room/bed space set-up and complete all required form pertaining to participant space/rooms in the shelter.
- Awareness and use of safety practices for completing rounds throughout the inside and outside of facility including participant safety and/or health compliance checks.

- Maintain and organize supply inventory and notify the Site coordinator when supplies are needed and signing and dating delivery paperwork if required then give to the site coordinator. Sort and log incoming donations to the facility, according to program policies.
- Maintain professional behavior in all aspects of job:
 - Respect client 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.

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.

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.
-

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 for an application.

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

Open until filled.