

**PARTNERS IN HOUSING  
JOB DESCRIPTION**

**This document was  
last reviewed on  
August 24, 2020**

**Job Title:** Support Specialist & CEC Lead

**Reports To:** Individual Services Manager

**Training Period:** 3 months    **Exemption:** No

**Supervisory:** *Employees:* No    *Unpaid Staff:* No    *Volunteers:* Yes    *Oversees Contracts:* No    *Boards:* No

**Job Titles Supervised:** Volunteers

**General Purpose:** Under the general direction of the Individual Services Manager, this position will support Colorado House activities and provide limited childcare while Partner families are on-site for appointments.

**Essential Duties and Responsibilities:**

**Colorado House Support**

- Greet visitors
- Conduct temperature checks and health questionnaires for all Partner families
- Escort Partners families to respective appointments and/or Pantry visits
- Receive training as a “Money Mentor” and assist with one-on-one Money Mentoring appointments
- Be hands-on with assisting families with children resource navigation such as e-learning and childcare resources
- Assist staff with various administrative duties such as inputting Pantry, Computer Lab, and CEC usage data into our Apricot database, creating binders, making copies, etc.
- Receive and distribute mail
- Provide limited clerical assistance
- Oversee and monitor computer room and supply room; inform staff when supplies are needed.
- Complete and distribute Welcome Letters to new Partner families upon entry into housing
- Provide general program support as needed in the form of setting up, tearing down, and rearranging areas for appointments, classes, and events

**Child Enrichment Center (CEC) Coordination**

*Due to COVID-19, only one family’s children will be at the CEC at a time. We are also not allowing volunteers until it is safe to do so.*

- Provide direct care to children during program hours
- Enroll children in Dolly Parton’s Imagination Library upon entry into program
- Utilize designated sign in and sign out policy for children and their parents/caregivers
- Engage children in active conflict management and addressing behavior issues in a positive manner
- Interact with parents/caregivers in a professional manner
- Maintain a safe, orderly and clean environment – including the sanitization of toys after each use
- Inform appropriate Family Services or other staff of any needs, problems, or concerns
- Report any suspected child abuse per agency policies and procedures
- Attend Mandatory Reporter Training

**Other**

- Close facility along with Individual Services Manager
- Light cleaning of facility dining/kitchen areas when necessary

*This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.*

**Decision-making and Supervisory Responsibility:**

	Volunteers						
HIRING	I						
ASSIGNING/SCHEDULING WORK	F						
MONITORING/CONTROLLING WORK	F						
DISCIPLINE	R						
PERFORMANCE EVALUATION	n/a						
SALARY RECOMMENDATIONS	n/a						
DISMISSAL	R						
BUDGET RESPONSIBILITY	None						
PROPERTY RESPONSIBILITY	Responsible for CEC equipment, toys						
CONFIDENTIAL INFORMATION	Responsible for confidential client information.						

I indicates Input only

R indicates responsibility for Recommending a course of action requiring one other approval

F indicates responsibility for the Final Decision

**Minimum Requirements:**

**Education:** High School diploma or GED.

**Experience:** One-year experience with children and knowledge of early childhood development.

Proficient computer skills with experience in data entry.

**Or other background demonstrating application of the following knowledge, skills, and abilities:**

- Bilingual Spanish/English a plus.
- Working knowledge or willingness to learn the dynamics of families experiencing homelessness.
- Ability to organize diverse tasks in a busy office.
- Ability to exhibit sensitivity to and serve those with difficult and unusual requests and situations.
- Ability to work with a variety of people on a regular basis effectively.
- Ability to be flexible.
- Strong communication skills (both written and oral) and good interpersonal behavior skills.
- Must be able to pass drug screen.
- Must be able to meet and receive a criminal records clearance.

**Physical Requirements of this position include:**

*FREQUENCY OF REQUIRED EXPOSURE/USE*

WORK ENVIRONMENT	SELDOM	OCCASIONAL	FREQUENT
COLD (50 F or less)	X		
HEAT (90 F or more)	X		
HUMIDITY	X		
HEIGHTS	X		
NOISE			X
VDT/CRT USE	X		
DRIVING	X		
STANDING			X
SITTING			X
WALKING			X
BENDING			X
WORK WITH OTHERS			X
REPETITIVE MOTION		X	
<b>OPERATING MACHINERY</b>			
COPIER			X
TELEPHONE			X
FACSIMILE (FAX)		X	
10-KEY	X		
CALCULATOR		X	
COMPUTER		X	
MOUSE		X	
PRINTER		X	

**OTHER REQUIREMENTS**

	SELDOM	OCCASIONAL	FREQUENT
VISUAL ACUITY: Near			X
VISUAL ACUITY:Far			X
COLOR DISCRIMINATION		X	
HEARING			X
SPEECH			X
OTHER			
TRAVEL:			
LOCAL	X		
NATIONAL	X		
INTERNATIONAL	X		

This position requires

**MOVING EQUIPMENT AND SUPPLIES**

LIGHT (Under 5 lbs.)			X
MODERATE (5 to 20 lbs.)			X
HEAVY (Over 20 lbs.)		X	

**DESCRIPTION OF MOVEMENT**

LIFT/LOWER			X
CARRY			X
PUSH/PULL			X
REACH ABOVE			X