

CLIENT SERVICES SPECIALIST I / II

Reports to: On-site/Program Supervisor

Location: Ford Street Project
139 Ford Street, Ukiah CA 95482
Ukiah Recovery Center
201 Brush Street, Ukiah CA 95482

Hours: Part time / Full time > 30 hours

Benefits: Sick pay, holidays and floating holidays. Benefits included for full time employees medical, dental, vision, life insurance, vacation.

Specific Duties and Responsibilities:

- Foster a supportive environment and model appropriate behaviors to build a supportive community
- Interact with coworkers, clients, guests and community partners in a respectful and professional manner
- Processing of client intakes and orientation of new clients to the program
- Maintain records/logs (inventory, incident reports, clients logs) as necessary
- Facilitate the day to day procedures of the program.
- Enforce and follow program rules and standards.
- Provide resource and referral information for additional services
- Provide crisis intervention and basic guidance to clients
- Facilitate resolution of client concerns and conflicts.
- Monitor safety and security of facility/clients/guests, including exterior areas.
- Provide medication management
- Follow protocol in response to medical emergencies
- Provide detox protocols (Ukiah Recovery Center only)
- Provide transportation as needed (Ukiah Recovery Center only)
- Maintain cleanliness standards of the facilities.
- Other duties as assigned

Minimum Qualifications: Working knowledge of equipment necessary for proper function of areas involved. California driving license and high school diploma or equivalent required. CPR/First Aid qualification preferred. Valid I-9 documentation.

Physical Abilities: While performing the essential functions of this job the employee is regularly required to stand, walk, sit for up to one hour, bend at the waist frequently and use hands. Some functions of this job the employee is occasionally required to lift and move up to 30 pounds. Prior to employment, candidate will be required to pass a physical examination and a drug screening.

New Employee Signature

Date