**Redwood Community Action Agency**

**Community Services Division / Waterfront Recovery Services**

**JOB ANNOUNCEMENT**

**POSITION TITLE: Client Services Specialist**

**STATUS: Fulltime and part-time available**

**PAY RATE: $12.50/hour; health benefits after 2 months of employment/paid vacation, sick & holidays.**

**AVAILABLE: Immediately**

**DEADLINE: Open until filled; interviews to take place as qualified applicants are received**

**APPLICATION PROCESS:**

**Required Employment Applications and instructions for submitting your application materials are available at:** [**www.rcaa.org**](http://www.rcaa.org) **or at RCAA, 904 G Street, Eureka**

**PLEASE NOTE:** Late applications, incomplete applications or resumes without applications will not be accepted. Cover letters and resumes with your application are welcome and encouraged

**MINIMUM QUALIFICATIONS**

* BA degree in Social Work, Sociology, Psychology or related field (equivalent experience may be substituted for education on a year-for-year basis)
* At least one (1) year experience working with individuals and/or families in a residential facility, drop-in center, or social service program serving the homeless, mentally ill and/or other low-income populations.
* Must be able to work flexible hours that may include evenings, weekends and holidays.

**POSITION PURPOSE**

Under the general direction of the Community Services Division Director, and the direct supervision of the Deputy Director or their designee, the Client Services Specialist is responsible for providing the daily link with program clients and assisting in maintaining the stability, safety and structure of our programs. The Specialist assists with client goals, and facilitates as well as participates in educational and enriching activities designed to assist the specific cognitive, physical, social, and emotional needs and development of our clients.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Provide direct supervision of residents 75-80% of the scheduled work time, and assist as necessary in activities of daily living and recovery strategies.
* Assist residents in the treatment program with a holistic approach to recovery, with a focus on supporting them and preparing for re-entry into their chosen communities.
* Advocate for, teach and assist clients to increase independent daily living skills, pro-social behaviors and support clients to reduce maladaptive coping skills and behaviors.
* Engage clients in rapid re-housing, educational and vocational instruction, and assist with appropriate applications and assessments to support clients in obtaining housing.
* Work collaboratively with outside agencies to assist clients in achieving their housing, vocational and educational goals in their chosen communities.
* Build rapport and relationships with clients, and provide role modeling through teaching opportunities, positive reinforcement and behavioral interventions.
* Adhere to state and federal confidentiality laws and practices to protect client confidentiality and safety.
* Work with the management team to plan and facilitate daily recreational and therapeutic activities for individuals and groups.
* Participate in meetings and provide observational data to assist in developing and implementing client-centered goals focused on obtaining permanent housing.
* Participate with and engage clients in their community service obligations, including the maintenance and upkeep of RCAA Client Services facilities.
* Participate in staff trainings, meetings and in-service opportunities as directed.
* Participate in reporting and database management tasks as assigned.
* Perform job-related errands and tasks in the community; other duties as assigned.

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Substance Use Disorders, mental health and social challenges and a holistic recovery model and approach with individual clients.
* Rapid Re-Housing and/or Permanent Supportive Housing models that serve individuals with low-income and disabilities.
* Effective methods of Social Work focusing on the issues of recovery, homelessness, mental illness, trauma, addiction, treatment and abstinence strategies.
* General knowledge of substance use disorders, mental health diagnoses, and therapeutic interventions, targeted to support individuals challenged with addiction, mental health symptoms and behaviors.
* De-escalation techniques, least restrictive interventions, behavioral modification strategies and positive reinforcement skills.
* Motivational interviewing techniques and theories and creative ways of engaging individuals with maladaptive behaviors and poor coping skills.
* Service models that support individuals with a wide variety of complicated housing barriers, challenges to building natural supports and accessing services.
* Basic networked computer skills.
* Group dynamics and facilitation, including staff development and community building.
* Local community resources and services in relationship to client needs and ability to refer as appropriate.

Ability To:

* Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
* Demonstrate good organizational skills and manage multiple tasks in an efficient manner.
* Work effectively under pressure, with an ability to manage multiple client needs.
* Work independently and with minimal supervision, as well as in a team approach.
* Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of daily work
* Build therapeutic rapport with individuals of various cultures, ethnicities, viewpoints, life experiences, socioeconomic status and methods of communication.
* Working with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.
* Establish and maintain personal and programmatic boundaries while providing support services.
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
* Must have means and capacity to perform job related duties with personal vehicle, as will be required.
* Possession of valid California’s Driver’s License, current auto insurance and acceptable DMV record.
* Submit to fingerprinting for criminal record clearance/background checks with acceptable results.
* Proof of current (within 1 year) negative TB test, or willingness to obtain one.
* Valid First Aid and CPR certification or willingness/ability to become certified.
* Must be able to adhere to mandatory overtime policy, as required by staffing ratios and programmatic needs.
* Personal telephone or other effective means of communication.

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively.
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form.
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment.
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position.
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment.

***AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER***