



McHenry County Housing Authority

1108 N. Seminary, P.O. Box 1109 Woodstock, Illinois 60098
Phone and TDD: 815/338-7752 Fax: 815/338-1217

POSITION IDENTIFICATION

Title: **Homeless Services Assistant – Old Firehouse Assistance Center**

Salary Level: Commensurate with experience and education

Reports to: Site Manager - Old Firehouse Assistance Center

QUALIFICATIONS:

High school diploma required; some college preferred. Prefer a minimum of one year of on-the-job or volunteer experience working with adult men and women who are homeless. Will consider those who have experience working with adult male and female clients in the fields of behavioral health, substance abuse, or crisis intervention. Must be able to keep calm, effective, and non-judgmental when working with clients who may be upset, angry, intoxicated, experiencing a mental health crisis or who are in other crisis situations. Must be able to keep appropriate personal boundaries with clients and to maintain confidentiality. Must be able to adhere to the rules and to promote the mission of the Old Firehouse Assistance Center. Must be physically able to walk up and down stairs and to do cleaning tasks. Must be reliable and able to work without supervision. Must have good social skills and good interpersonal skills. Must be proficient in speaking, writing and reading in English. Prefer those with knowledge of the programs and services that are available in McHenry County, IL for people who have low income. Prefer good computer, phone and office equipment skills.

DUTIES:

1. Assist the Old Firehouse Assistance Center site manager in the physical operation of the center, including but not limited to, opening and closing for the day, cleaning, stocking, meal preparation when necessary, washing towels by operating the washing machine and dryer, taking inventory of supplies.
2. Assist the Old Firehouse Assistance Center site manager in providing direction to volunteers, signing in clients when needed, intervening when clients present unruly or otherwise unacceptable behavior, giving positive feedback when clients have made progress toward improving their situation, answering the phone and taking messages, distributing mail.
3. Keep current on the programs and sources of assistance that are available for those who are homeless and/or who have low income. Answer clients' inquiries regarding assistance and refer them to the appropriate source of assistance. Act as a liaison and/or advocate when needed.
4. When needed, assist the Old Firehouse Assistance Center site manager in performing client intakes, assessments, database entries, and follow-up tracking. Maintain complete, orderly and accurate files and orderly file system.
5. Be willing to attend trainings, meetings and receive necessary accreditations.
6. Assist with public relations efforts when needed, including attending meetings, giving tours of the Old Firehouse Assistance Center to visitors and prospective volunteers, distributing program information, etc.
7. Other duties as assigned.

