

**Los Angeles Mission, Inc.
HEAP Job Description**

Job Title: Emergency Services & Outreach Tech
Reports To: Manager of Emergency & Guest Services
FLSA Status: Full-time, Regular, Non-Exempt
Prepared By: Human Resources Department
Prepared Date: Revised May 2019

SUMMARY: Provide services for all clients assist them in showers, clean clothing, hygiene, temporary shelter and restroom use.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Assist Manager of Emergency Services & Outreach as assigned.
- Must have great communication and people skills.
- Assist in providing LAM clients with community resources, such as showers, clothing exchange, and hygiene.
- Answer phones & maintains confidentiality regarding private and sensitive information.
- Some administrative and clerical duties.
- Schedules appointments for clothing and showers.
- Stocks shelves, shower and restroom supplies.
- Maintains Day Services statistics.
- Clean and sanitize shower and restroom.

SUPERVISORY DUTIES:

N/A

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High School Diploma or General Education Degree (GED), or one to three months related experience and/or training, or equivalent combination of education and experience. Post high

school training in counseling and social services is recommended. One-year experience or training working with substance abusing population.

TECHNOLOGY SKILLS:

Computer literacy is required. Must be able to operate Microsoft Word, Microsoft Outlook, and internet-based applications like Paychex Flex Employee/Manager Self Service Portal and Outlook Web Access with ease. Other business software may be deployed related to job functions.

LANGUAGE SKILLS:

Ability to read and interpret documents such as rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to add and subtract two digit numbers, and to multiply and divide with 10's and 100's. Ability to perform these operations using English units.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a Variety of instructions furnished in written, oral, diagram, or schedule form.

LOS ANGELES MISSION EVENTS:

All Mission employees are required to work the four (4) yearly Mission street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include distance vision, color vision and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to a disagreeable element such as noise, heat, dust, or cold. Employee is regularly exposed to some abuse from angry callers. Employee is regularly exposed to some risk of communicable disease from guest of facility, exposure to TB and other respiratory diseases. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER: and values diversity. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.

I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.

Employee Signature

Date

Employee Name (please print)

Date

Approval

Date