

**FAMILIES MOVING FORWARD
EMERGENCY HOUSING PROGRAM
JOB DESCRIPTION**

Position Title: Team Associate

Supervisor Title: Lead Team Associate

Position Description: Non-exempt, part-time

Primary Areas of Service:

Team Associates (TA) are a vital part of the Families Moving Forward organization. TAs are responsible for assisting with the overall functioning of the emergency shelter, including maintaining a peaceful, safe, supportive, and orderly environment. The position serves families with dependent children (up to 20 households) and includes basic orientation (services, rules, & policies), assistance with basic immediate needs, de-escalating conflict, and being a stable, welcoming presence.

This work requires being onsite, in-person and working directly with families and children residing at the shelter, volunteers and staff. Safety precautions are being enforced to minimize the risk of COVID-19 exposure. As part of our continued efforts to maintain a safe workplace for employees and clients, FMF requires all employees to be fully vaccinated with an approved COVID-19 vaccination upon hire.

This is a part-time position requiring early morning, weeknight evening, and/or weekend availability.

Specific Duties:

Oversee (all shifts) and monitor the shelter and guest families' activity (70%)

- When the building opens in the morning, unlock residential and programming buildings and disarm alarms in both buildings
- When the building opens in the morning, unlock the doors to the breezeway and residential kitchens for breakfast and lunch
- Make mop water and place outside the utility closets (1st and 2nd floor), ensure cleaning supplies and water are available to guests for cleaning and chores throughout the day
 - Inform the Facilities Director and Lead TA when supplies are running low and need to be replenished
- Remove and dispose of trash from community rooms and TA bathroom as needed
- If Lead TA is not scheduled to work, check phone for messages and transfer calls to other staff members if necessary
- Monitor and review security cameras from the previous night, 11:00 pm – 6:00 am and throughout the shift
 - Report any concerns to Lead TA, DPRS or FSCs as necessary
 - Issue write ups for guideline violations to guests and necessary
- Review the shift summary at start of each shift and update as needed throughout the shift (include maintenance issues, concerns with guest families, community engagement, other observations, etc.)
- Monitor the kitchen when in use by guests
 - Provide dishes and cooking equipment as needed
 - Address misuse of kitchen, concerns (issue write up as necessary or discuss concerns with case managers and Lead TA)

- Monitor guest and visitor (approved service provider) movement in the building
- Make rounds throughout the building and grounds, offer support or address concerns with guests
- Assist case managers with new guest move in procedures as needed
 - Welcome new guests and introduce to TAs during initial shift
 - Provide assistance with bed bug prevention process
 - Provide tour of facilities
 - Sign out keys, refrigerator and pantry assigned to guests
 - Reiterate curfew policy and procedures
- Assist with transporting guests as needed
 - Upon request from case managers, Lead TA, or guests provide transportation during shift to school or for work related purposes
 - Document transportation provided to guest in transportation log
- Retrieve and distribute guest mail
 - Contact aftercare families to arrange pick up of mail delivered and log in database
- De-escalate potentially volatile situations between guests when necessary, employing de-escalation techniques
- Prepare incident/accident/injury reports as necessary
- During the evening shifts, oversee the chore process and sign off guests completing chores (issue write ups for chores that are not completed)
- Prior to closing the building, complete guest count (knock on doors and confirm guests are accounted for)
- Closing shift, check all kitchens to make sure they are secure
 - Double check stoves and ovens to ensure they are completely turned off
 - Remove any items (I.e., pots/pans) from the stove
 - Unplug small appliances on countertops (air fryers, microwave oven, coffee pots, etc.)
 - Clean out mop buckets and store
 - Turn off lights
 - Secure and lock all doors
- Closing shift, close and lock breezeway doors
- Closing shift, secure and lock all doors and set all alarms
- Update timesheet during shifts to accurately reflect time worked

Provide oversight of evening chores, weekly room inspections, cleaning and set up of guest rooms, and new guest family orientation (10%)

- Provide oversight of evening chores
 - Provide cleaning supplies and equipment to guests to complete chores
 - Confirm chores have been completed and mark off chore chart each night
 - Issue write ups if a guest does not complete assigned chores
- Complete weekly room inspections and re-inspections when necessary
 - At scheduled time, check all occupied rooms and complete room inspection sheet
 - Provide completed inspection sheets to case managers
 - Provide a list of facility repairs that are needed in room to the Facilities Director
 - Complete re-inspections when necessary for guests who did not pass initially
 - Issue write ups for guest rooms that do not pass after the reinspection
- Orient new guest families to FMF
 - Review the chore assignment process and expectation
 - Provide walk through of kitchens and assigned refrigerators and pantries

- Review room inspection process
- Review emergency exits and procedures during emergency situations
- Discuss parking expectations
- Clean, sanitize and set up guest family rooms when families move out
- Assess rooms when a family exits for repairs and report to the Facilities Director
 - Within 48 hours (about 2 days) of a family exiting, clean, sanitize and set up the room for a new household to move in
 - Report when supplies and essential household items for room set ups need to be replenished to the Lead TA

Provide role modeling and support for families in residence (10%)

- Build respectful relationships with all families in residence at Families Moving Forward
- Teach, model and directly intervene to ensure the health, safety and education of ALL residents; including direct intervention in emergencies (without risk to personal safety) and as “teachable moments” present themselves
- Work with other team associates and services coordinators to assess and address issues of household management, such as shopping, completing chores with an infant or child present, and preparing and serving nutritious meals
- Mediate conflicts among residents
- Involve residents in problem solving & decision making where possible and appropriate
- Teach and model developmentally appropriate interactions especially those between parents and children
- Discuss housing guideline violations and inappropriate behaviors with residents
- Communicate with other HST staff about serious and/or recurring housing guidelines violations, resident health issues (physical, emotional and mental), and other significant observations & assessments.

Assist programming staff in the facilitation of the evening & weekend programming schedule (5%)

- Greet and welcome volunteers; introduce them to the agency and our guests;
- Ensure smooth flow of weekend and/or evening programs, including directing guests to appropriate meeting places, welcoming and signing in volunteers and visitors
- Accompany FMF residents on outings; provide staff coverage
- Be available for supervision of and wrap-up with volunteers as needed
- Participate in training and in-services for volunteers and/or staff

Meet all organizational documentation requirements

- Complete daily documentation in the staff communication log/Shift Summary
- Complete resident-related forms as necessary, i.e., chore completion slip,
- Present ideas for improving Families Moving Forward’s delivery of services, workshops, community programming, etc., to programming staff, case managers or leadership team

Remain current on expectations/changes

- Attend & participate in required staff meetings and periodic staff development trainings
- Participate on at least one internal staff committee (Racial Equity, Safety, Professional Development) and one team building committee (Team Turn-up or Give Back Squad)
 - Participate in scheduled events and activities as able

- Submit bi-weekly time sheets to Lead TA
- Read all documentation in TA office which may contain updates and/or advisements.
- Review and respond to email correspondence

Perform other duties as assigned

Perform other duties as assigned by immediate supervisor, the executive director, or someone designated as acting on their behalf.

Work Guidelines

The employee receives guidance and instruction through periodic, scheduled conferences with immediate supervisor as well as impromptu supervision when needed. In the absence of the immediate supervisor, this employee will receive immediate guidance from one of the services coordinators or designated persons acting in their behalf. In addition, this employee receives guidance and instruction through written procedures found in the Families Moving Forward Policies and Procedures Manual

All FMF team associates are expected to be able to make appropriate on the job decisions as needed; as long as they comply with all rules, guidelines and job expectations.

Benefits

This is a non-benefited position.

Equipment Used

This employee will be expected to be able drive an automobile, including the organization's van.

The employee will maintain a valid NC Driver's License.

Employees choosing to do so may opt out of driving agency vehicles

The employee will be expected to use normal office, computer hardware and software, and other household equipment.

Hazardous Conditions

This employee may be exposed to individuals with contagious diseases.

This employee may encounter situations involving physically aggressive behaviors.

Work Hours

This position is expected to average between 15-25 hours each week. The employee must be able to work 2nd shift hours (6 pm – 11 pm), some 3rd shift hours (11 pm – 5 am) and work some weekend shifts. The work schedule will vary depending on the availability and schedules of other team associates. Note, Saturday and Sunday Shifts will occur between 6:00 AM – 11:00 PM. In addition, the team associates will be expected to help ensure house coverage on federally recognized holidays. Holiday pay will be calculated at time and one-half of the regular hourly wage.

Salary Range

\$17.60 per hour (time and a half holiday pay)

Required Qualifications

Valid Driver's License

High School Diploma

Computer Literacy

Preferred

Bachelor's Degree

Bilingual (Spanish preferred)

Formerly Homeless

Case management experience

Other requirements

Blood Borne Pathogens training is required when scheduled by agency

Attend First Aid/CPR certification when scheduled by agency

Trauma Informed training is required when scheduled by agency

Must pass a criminal background check

Valid driver's license, personal auto liability insurance and;

Email confirmation from executive director confirming coverage under agency auto liability policy

To apply: Send a resume and cover letter to Families Moving Forward, Tasha Melvin, Director of Programs & Residential Services, 300 N. Queen St., Durham, NC 27701 or to tasha@fmfnc.org No calls please. Families Moving Forward is an Equal Opportunity Employer.