



**Building Opportunities for Self Sufficiency**  
**JOB DESCRIPTION**

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<b>EMPLOYER:</b>	Building Opportunities for Self-Sufficiency
<b>POSITION:</b>	Program Aide
<b>FLSA STATUS:</b>	Non-Exempt
<b>REPORTS TO:</b>	Program Manager
<b>FLSA STATUS:</b>	Non-Exempt
<b>BARGAINING UNIT:</b>	Eligible representation by the California Professional Employees, #2345
<b>SALARY RANGE:</b>	\$16.05 per hour, Full Time, 32 hours a week

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Program Aides primary responsibility is to ensure the safety and security of participants. Program Aides are members of the staff team. Program Aides engage with and motivate participants, support the maintenance of community standards, facilitate groups and other learning opportunities, partner with participants and staff to maintain a safe, healthy environment that supports participant wellness and recovery goals. These positions provide an excellent opportunity to work and learn in either a social rehabilitation based setting or a general shelter or drop-in center environment. All BOSS programs follow the BOSS Wellness and Empowerment model. Position may require overnight work.

Duties include orientation of new participants to the program and its expectations. Completion of accurate documentation is required and strict adherence to program procedures. Professional behavior, ethics and boundaries is a must.

- Facilitate and maintain effective relationships with participants while providing ongoing support to clients in accordance with identified needs and service plans.
- Responsible for hourly rounds that include walkthrough and safety check of the entire facility, as instructed by Program Manager.
- Complete daily documentation (neat, accurate & up-to-date) of issues related to program activities, group dynamics, individual client needs and behaviors and program needs.
- Follow all program and agency procedures including:
  - Following all internal team communication and coordination procedures.
  - Responding to emergencies and crisis situations
  - Reporting incidents, complaints and or grievances.
  - All fiscal and payroll procedures.
  - On-call reporting responsibilities
- Assess and address milieu issues pro-actively and mediate conflicts when they arise.
- Support the development of community leadership by engaging clients in community building, personal and community empowerment and socialization activities



- Uphold and maintain standards professional conduct and BOSS Social Rehabilitation Values and Principles in all interactions with participants, community partners-providers and other BOSS staff.
- Demonstrate team values by demonstrating openness to feedback, constructive criticism willingness to try on differing ideas and perspectives.
- Complete tasks assigned shift.
- Provide regular Program Aide check-in and general support to participants.
- Other Duties as assigned.

#### **Education and Experience:**

- High School Diploma or GED; an Associate's Degree from a two or four year college is strongly preferred.
- Good understanding of diversity issues and ability to work cooperatively and respectfully with a diverse team of co-workers and a diverse client population.
- Good oral and legible written communication skills.

#### **Preferred Skills and Work Experience:**

- Minimum of two years paid experience working with issues related to homelessness.
- Knowledge of motivational strategies and Wellness and Recovery Model.
- Ability to teach and model norms for functional community and communication behaviors.
- History of good negotiation, conflict prevention and intervention skills.
- Verifiable history that shows good personal boundaries and ability to use authority appropriately.
- Flexibility and openness to try different interventions.
- Ability to hear and integrate critical feedback as well as to give critical feedback appropriately.
- Desire and ability to work with a racially and ethnically diverse clientele that is facing multiple challenges related to disabilities and homelessness.
- Ability and willingness to accept rotating on-call duties.
- Access to a reliable vehicle, insurance, current CA drivers license & good driving record.
- Good writing and editorial skills. Capable of providing written reports, and maintaining required case notes and other documentation.
- Have good keyboarding skills and computer literacy; must be able to use internet applications, web browsers, email, search engines efficiently.
- Possess a good driving record, have valid driver's license and have access to reliable vehicle with insurance.
- Have a current certification in CPR/First Aid.
- Pass a criminal background check.



## BUILDING OPPORTUNITIES FOR SELF-SUFFICIENCY

- Must possess a commitment to the belief that all people have the right to dignity, respect, opportunity and full community inclusion.
- Must have a philosophy that is consistent with the Mission, Vision and Core Values of the organization.
- Ability to work under pressure and meet established goals and objectives; and strong interpersonal, persuasion and creative problems solving skills are required.
- Crisis Intervention and Counseling: Understands and is able to utilize effective crisis intervention and counseling skills, and identifies the goals of counseling and the ethical and confidentiality issues involved in domestic violence counseling.
- Shelter Services: Understands and is able to provide the full complement of shelter services available within the self-help, safe, and confidential shelter program available.  
Role-modeling: Incorporates and demonstrates personal/professional empowerment principles and behaviors such as conflict management, assertive communication, respect, acknowledgment of biases, etc.
- Individual Advocacy and Safety Planning: Understands the philosophical and practical need for victims to develop advocacy skills for themselves so that they can request and receive the services and protection needed to live safely outside a domestic violence shelter.
- Rural and Urban Differences: Understands, respects, and incorporates the differing geographical, cultural, and safety issues which accompany rural and city living and how the different environments affect the type and format of services a community can provide to victims.

- These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Program Aide job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the Program Aide job.
- While performing the duties of the job, the employee is regularly required to communicate in person or by telephone. The employee must be able to travel to client locations. The employee is frequently required to stand, walk, reach, bend; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee occasionally must sit. The employee must occasionally lift and/or move up to 40 pounds.

- While performing the responsibilities of the Program Aide job, these work environment characteristics are representative of the environment the Program Aide will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the Program Aide job.



## BUILDING OPPORTUNITIES FOR SELF-SUFFICIENCY

- While performing the duties of this job, the employee is occasionally exposed to Shelter like settings and vehicles. The noise level in the work environment is usually quiet to moderate. Employee must be willing to accept inherent risks presented by working in a shelter for the homeless setting. These characteristics are representative of those an employee may encounter performing the essential functions of the job. The employee works with seriously mentally ill individuals where a high degree of stress is possible. The position does not normally involve exposure to blood, body fluids or tissues; but it may require performing unplanned tasks where exposure may occur. The position requires the use of standard precautions.

- Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization may or may not exist. Ability to reason effectively and interpret a variety of instructions furnished in written, oral or diagram form. This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

This job description is intended to convey information essential to understanding the scope of the Program Aide/Overnight position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type. Employment is "just cause." Just cause means the employer cannot exercise the power to discipline and fire for capricious, arbitrary or discriminatory reasons.

**Send resume and cover letter to:**

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