



CLIENT SERVICES SPECIALIST I / II

Reports to: Program Supervisor
Location: Ford Street Project
139 Ford Street, Ukiah CA 95482
Ukiah Recovery Center
201 Brush Street, Ukiah CA 95482
Hours: Part time / Full time > 32 hours
Benefits: Sick pay, and holidays. Benefits included for full time employees medical, dental, vision, life insurance, AFLAC, and vacation.

Specific Duties and Responsibilities

- Foster a supportive environment and model appropriate behaviors to build a supportive community
- Interact with coworkers, clients, guests, and community partners in a respectful and professional manner
- Processing of client intakes and orientation of new clients to the program
- Maintain records/logs (inventory, incident reports, client logs) as necessary
- Communicate clearly and concisely, both orally and in writing
- Enforce and follow program rules and standards facilitating adherence to the day-to-day procedures of the program
- Provide resource and referral information for additional services
- Provide crisis intervention and basic guidance to clients
- Facilitate resolution of client concerns and conflicts
- Maintain cleanliness standards of the facilities
- Monitor safety and security of facility/clients/guests, including rounds of entire campus exterior areas.
- Follow protocol in response to medical emergencies including quick response and providing CPR and First-Aid as needed
- Graveyard shift - must remain awake, alert, and ready to respond to client needs.
 - Perform routine night checks quietly and void of sleep interruptions.
- Provide medication management (*Ukiah Recovery Center only*)
- Provide detox protocols including monitoring of clients as often as every 30 minutes
 - Provide written notes and responding to client needs (*Ukiah Recovery Center only*)
- Provide transportation as needed (*Ukiah Recovery Center only*)
- Other duties as assigned

Minimum Qualifications: Working knowledge of equipment necessary for proper function of areas involved. Possess basic computer skills. Ability to communicate effectively both orally and in writing. Follow oral and written directions and exercise good judgment. Maintain



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attitude of fairness and objectivity. California driving license, agency auto insurability. Valid I-9 identification documentation. COVID-19 vaccine(s) required subject to an accommodation. Pre-employment drug/alcohol/TB screening. CPR/First Aid certification-training available on site.

Physical Abilities: While performing the essential functions of this job the employee is regularly required to stand, walk, and sit for an hour or more, bend at the waist frequently and use hands, speak, and hear and push, pull, move, or lift above and below the neck objects weighing up to thirty (30) pounds. The ability to provide responses in medical emergencies including CPR and First Aid. Prior to employment, candidate will be required to pass a physical examination and a drug screening.

Employee Signature

Date