



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

ON CALL SPECIALIST FOR RESIDENTIAL PROGRAMS

FLSA Status: Non-Exempt

Summary of Position: The On-Call Specialist fills in when needed for program staff at CFTH's residential programs (Margarita Inn and Our House). Residential Programs are open 24 hours a day, 7 days a week, including holidays. Shifts are 8:00am to 4:00pm, 4 pm to 12:00am, and 12:00am to 8:00am. Coverage is most needed for 2nd and 3rd shifts.

Specific Duties:

- Assist participants with accessing basic needs, including clothes, food, hygiene products, etc.
- Verbally de-escalate situations with and between participants
- Ensure that the environment is safe and community-oriented by helping the participants adhere to general and program-specific rules
- Ensure the maintenance of a clean environment, both in general communal areas and individual participant rooms
- Enter appropriate data, relevant to service provided, into designated systems such as HMIS and Smartsheet
- Arrive on time and prepared for shift
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless
- Available to work all shifts and holidays as assigned and at least one shift per month.

The following qualifications are requirements for the position:

- High school diploma or equivalent experience
- At least one year of professional experience in a behavioral health or social service setting
- Documented training in de-escalation (i.e., Handle w/ Care) or completion within 90 days of start date.

- Computer literacy in Microsoft Word and Excel and in client database usage

The following qualifications are highly desirable:

- Self-starter with the ability to multi-task and think creatively

Other requirements:

- Able to work independently and with diverse populations
- Effective speaking, writing, and interpersonal skills
- Remain on Organization premises during breaks/meal periods and until their replacement arrives, when necessary
- Ability to lift and move up to 50 pounds and stand for extended periods of time
- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Manager of Shelter Programs
December, 2022