



## Support Staff Job Description

---

**Department:** Operations  
**FLSA Status:** Non-Exempt  
**Grade/Level:** Entry \$20  
**Work Schedule:** See Below

**Job Status:** Regular Full Time  
**Reports To:** Program Manager  
**Amount of Travel Required:** none  
**Positions Supervised:** none  
**Revision Date:** 8/1/ 2022

### POSITION SUMMARY

Support Staff support the function and operations of the treatment facility and the clients we serve. Support Staff ensures the smooth and efficient administration of care while maintaining the quality and integrity of services we provide. This position assists the Counselors, Therapists, and Administrators in setting the tone for the facility to ensure routines and schedules are being followed and met. Support Staff participates in developing and maintaining a safe environment for residents as well as assisting residents in day-to-day activities. The Support Staff provides and maintains a clean and safe environment for rehabilitation. Support Staff are the core of our company with unparalleled access to clients requiring the greatest representation of our professionalism, values, and culture.

### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

### Essential Functions:

- Assisting Detox Technicians in the protocols and recurring assessments, secure search/storage of personal property.
- Hourly adherence to CARF and state client care standards.
- Proficient documentation in KIPU Systems client management software.
- Documenting and reporting client daily activities.
- Facility walk-throughs of the care environment to establish a consistent presence and maintain awareness of client behavior.
- Positively interact with residents at all times and provide support.
- Transports clients to community resources, transportations hubs and physician appointments.
- Assisting with morning and bedtime routines.
- Encouraging socially acceptable habits and behaviors (i.e personal hygiene and grooming, table manners, etc.).
- Enforcing policies and procedures.
- Maintaining cleanliness of facility and food preparation as needed.
- Assisting in program activities, and maintaining client schedules.
- Recurring assessment, interaction, observation, and documentation of clients.
- Communicating thoroughly and accurately, verbally and via shift notes, to ensure continuity of high quality of care.
- Assisting Detox Technicians as needed.



- Assisting in client discharge, facilitating client transportation.
- Communicating with physicians, entering physician orders, and following physician orders in overseeing client medication management.
- Delegation of necessary tasks to support staff and fulfilling support staff duties as needed.
- Other duties as assigned by management.

**Competencies:**

- Ability to multitask, delegate tasks, manage client schedules, maintain facility standards.
- Desire to assist those with chemical dependency in their recovery

**Education:**

- Minimum High School Graduate or GED.
- 2 years college preferred with emphasis in Human Services.

**Experience:**

- 1 year experience in the field of recovery or equivalent human services work experience preferred.
- Prior experience in a detox environment is highly desired.

**Computer Skills:**

- Computer Literacy in doc, spreadsheet, and email.
- Ability to learn proficiency in KIPU Systems Client Management Software

**Certificates & Licenses:**

- Valid Driver's License
- CPR/First AID

**Other Requirements:**

- Negative TB test results within past year
- Medical Clearance to work within past year
- Ability to pass pre-employment and random drug screenings and random drug screenings!!!

**PHYSICAL DEMANDS**

Frequently: Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

- Standing
- Walking
- Sitting
- Transverse Stairs
- Handling / Using Fingers

Occasionally: Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

- Reach Outward
- Reach Above Shoulder
- Squat or Kneel
- Bend or Twist



**Other Physical Demands:**

- Ability to lift/carry 20-50 lbs, Ability to push/pull 20-50 lbs
- Moderate frequency of computer keyboarding,
- Moderate frequency of viewing a computer monitor
- Daily cleaning including but not limited to: wiping, sweeping, mopping, vacuuming, scrubbing, preparing beds, laundry and washing dishes
- Assisting in meal preparation, installing water containers for consumption, and shopping as necessary including pushing of carts and carrying grocery boxes/bags.
- Conducting garbage disposal, recycling, and collection.
- Occasional walks, hikes, and sports outings with clients for physical activities.
- Frequent support of clients in gym environment

**WORK ENVIRONMENT**

Work is performed during day and night shifts primarily in a residential detox facility. This includes work in the facility office as well as the grounds of the entire facility including resident rooms, clinical office, and laundry room and outdoor grounds. Support Staff routinely drive clients in company vehicles for intakes/discharges at other treatment facilities and transportation hubs, to doctor appointments, to outings and recovery meetings. Work is often performed in emergency and stressful situations. The noise level in the work environment is usually quiet in office settings and moderate in other situations.

**BLOOD/FLUID EXPOSURE RISK:**

Some job tasks involve exposure to blood, body fluids and/or tissue. Staff must wear gloves and follow infectious control procedures when interacting with clients in conditions in which exposure is possible such as handling onsite urinary analysis, conducting first aid, and conducting search of client's belonging and person. Staff may be exposed to infectious disease, needles, and illicit substances during searches.

**Work Schedule:**

As a non-exempt hourly employee, the employee shall work a designated schedule as assigned by management. Employees shall not work over 8 hours per day or 40 hours per week without prior authorization from management but if so, will earn overtime for any work performed in excess of 8 hours per day or 40 hours per week. Employees must also follow company's policies regarding required meals and breaks.

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resource Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this position description and/or assign tasks for the employee to perform, as the Company may deem appropriate.