

NEW LIFE COMMUNITY SERVICES (NLCS), SANTA CRUZ, CA

JOB DESCRIPTION

Title: On-Site Manager	Date Written: 12/2016
Supervisor: Operations Manager I	Last Reviewed/Revised Date: 8/2017
Supervision Given: None	Approved by: Anna Phillips, Clinical/Development Director
FLSA Designation: Exempt	

JOB SUMMARY: Under the supervision of Operations Manager I an OSM is the first point of contact for all client issues and inquiries from the public. The job duties for an OSM consist of two types: administrative and clinical. Within all of these types of duties the OSM will be supported by his or her supervisor, Operations Manager I. The OSM will consult with the Operations Manager I or senior staff as needed and/or required.

ESSENTIAL DUTIES

Administrative

- Use online scheduling system to manage work schedule. This system can be accessed via a mobile device or computer. Shifts are assigned by the Operations Manager I. Shift changes, time off, and other shift issues are managed through the online system.
- Provide accurate and helpful responses to phone and in-person public inquiries. Refer people to proper staff as needed.
- Answer incoming phone calls to NLCS.
- Effectively handle security, safety and cleanliness issues as they arise.
- Maintain and monitor facility and clients to ensure a stable, safe, and clean environment. This is done by monitoring facility matters and food service during shift, including regular, scheduled inspections and logging of temperature in refrigerators and freezers.
- Complete the AM or PM checklist for the facility including bed checks at night.
- Keep accurate detailed records. This includes updating log books (drug testing, staff log, etc.), case knowledge base, or other tracking tools on paper or online.
- Manage payments received from clients, donors, or others. These payments will be processed and reconciled at the front desk.

Clinical

- Conduct client intakes. Work with the Intake Officer for support on client intakes.
- Provide general direct client care.
- Deliver immediate crisis intervention.
- Provide counseling and group leadership.
- Provide intra-agency referrals.
- Perform random drug testing as needed.
- Monitor medication consumption by clients.
- Consult with an Operations Manager I or senior staff as needed or required.

SECONDARY DUTIES

Perform other tasks as assigned by supervisor, as needed in emergencies, or supporting other staff with supervisor approval.

JOB SPECIFICATIONS

JOB REQUIREMENTS:

EDUCATION REQUIRED:

High School Diploma or higher; Minimum: one year of addiction studies, certified or licensed preferred.

LICENSES/CERTIFICATIONS REQUIRED:

Counselor or therapist or registered recovery worker registration, intern license, or license from a valid accreditation body like CCAPP or BBS.

The following are required for STOP clearance and may be gotten after start of employment: Live Scan security background check, current CPR/First Aid certification, TB test, drug counselor certification or verification of education (transcript, copy of diploma).

EXPERIENCE REQUIRED:

One year of experience in the recovery field.

KNOWLEDGE REQUIRED:

Basic knowledge concerning substance abuse screening and referral. Knowledge of addiction, abuse, trauma, mental health, special needs, and the signs thereof. Knowledge of pertinent laws, regulations, and best clinical practices with a focus on high quality.

QUALIFICATIONS:

Bilingual (Spanish/English) preferred but not required; Market knowledge

SKILLS/APTITUDES/TEMPERMENTS:

- Ability to present information or ideas clearly in English, both orally and in writing. This includes ability to proofread and use correct spelling, grammar and punctuation, and ability to write correspondence and memos.
- Ability to understand and follow instructions, reason and make judgments as they relate to the job or situation.
- Ability to interface effectively with all levels of employees, the public and with clients; to diffuse hostility when needed.
- Moderate proficiency and/or willingness to learn computer skills is necessary. This includes Microsoft Office, Office 365, Google Apps, and other Web applications.
- Ability to problem solve and resolve conflicts especially in high pressure situation.
- Ability to adapt to situations and understand other's feelings and personal viewpoints.
- Ability to work with and relate to other professionals.
- Ability to work and function as a team member.

EMOTIONAL EFFORT:

JOB REQUIREMENTS

The OSM is available at all times during their shift to manage client needs. The OSM arranges another staff to cover for them during break times or provides contact information to clients on how he or she can be reached during breaks.

JOB SETTING

The job is performed in an enclosed climatically controlled office. Work is completed independently and in cooperation with the Clinical Program Director, Financial Director and Executive Director, other company personnel, the public and clients.

AGENCY CULTURE

The NLCS culture, built on a traditional Christian world view, is a welcoming community serving all faiths and creeds. The prime task of the current NLCS staff is to show up each day with a commitment to serve both our mission statement and the overall betterment of NLCS. The staff is additionally called to model love and respect towards each other as well as the clients. This calling goes beyond mere sobriety and speaks to recovery and healthy, ethical relationships. Such relationships imply patience, tolerance, respectful disagreement, as well as references to others in loving, positive ways. Proprietary concerns and conflicts should be held in confidence. Pathological triangulation should always be avoided and conflicts should be addressed directly with the offending party (per NLCS grievance policy). In summation our goal is to function beyond simple sobriety as a collective example of Christian values for our clients, donors, and the wider Santa Cruz community.

PHYSICAL DEMANDS

The job is primarily sedentary with walking and standing as is necessary to carry out the job duties. Normal lifting and/or carrying is limited to approximately 15 lbs., with occasional lifting up to 25 lbs. Heavier items are moved by using proper material handling equipment, assistance from another person or by work order request.

Normal or corrected talking, hearing and seeing abilities are sufficient to perform the required tasks.

Duties and responsibilities may be added, deleted or changed at any time at the discretion of management, formally or informally, either orally or in writing.

My signature acknowledges that I have read and understood the job description.

Signature

Date