

## **Alternatives For Girls JOB DESCRIPTION**

**Job Title:** Resource Center Assistant – 2 Part-time / 1 or 2 on-call

**Department:** Outreach and Education Services      **Reports To:** Resource Center Manager

**FLSA Status:** Non-exempt

**Date:** January 20, 2012

**Description:** Under the direction of the Resource Center Manager, the Resource Center Assistant, is responsible for assisting crisis line callers and walk-in center visitors, making and following up on referrals, compiling statistical data on our contacts, and maintaining the Resource Center spaces.

### SUMMARY OF RESPONSIBILITIES (All are considered essential unless noted as marginal.)

#### Client-Centered Activities-

- Answer phone calls from potential participants experiencing hardship and provide support in the form of crisis intervention and appropriate referrals.
- Greet walk-in visitors and provide support in the form of crisis intervention, material resources and appropriate referrals.
- Screen potential participants for homelessness indicators & possible shelter intake.
- Assist with running of clothes' closet, shower facilities and other Resource Center areas.

#### Administrative Activities:

- Assist with maintenance of office. (marginal responsibility)
- Review Resource Center documents for consistency, accuracy and completeness.

#### Documentation:

- Assist with maintaining client files in accordance with professional, ethical, and legal standards of confidentiality.
- Accurately document client contacts.
- Enter data into multiple spreadsheets and database software.
- Compile statistics, which contribute to monthly, quarterly, annual and other reports.

#### Intra/Inter-Agency Relations:

- Work in partnership with AFG staff members to ensure that all contacts receive appropriate material and referral support.
- Assist in training and supervising Resource Center volunteers.
- Attend monthly All Agency meetings and weekly OES meetings (marginal responsibility)
- Interact with representatives of other agencies in order to determine best referrals for potential participants.
- Represent AFG in a professional and positive manner at all times.

#### Supervision Given/Received:

- Participate actively in regular team supervision meetings with Resource Center Manager and individual supervision meetings.
- Work cooperatively with the other program staff, student interns, and volunteers.

Other duties as Assigned. (marginal responsibility)

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### EDUCATION and/or EXPERIENCE

1. Associate's degree in Social Work or related Human Service field preferred or two years of higher education towards a degree.
2. Two years experience working with and knowledge of adolescents who are involved in alternative residential/ education settings, homeless/ running away, gang activity, violent behavior, street activity (including Human Trafficking/ prostitution/ survival sex) drug use or selling, domestic violence, school truancy, sexual activity and other high risk behaviors mandatory.
3. Experience working with HIV-prevention interventions and knowledge of current HIV transmission trends, especially as they relate to youth preferred.
4. Experience with and knowledge of youth leadership training models, adolescent development, peer counseling and outreach work.
5. Experience working with culturally diverse populations.
6. Excellent skills in client intervention, assessment, and documentation.
7. Familiarity with Detroit community and community resources.
8. Spanish-speaking preferred.

### GENERAL QUALIFICATIONS

- Flexibility, reliability, stability, and consistency in job performance.
- Ability to handle crisis situations, maintain confidentiality, and tolerate stress professionally.
- A desire and ability to work with diverse populations.
- Valid driver's license and excellent driving record.
- Excellent communications skills.
- Crisis Intervention and/or Conflict Resolution experience (preferred)
- Proficiency with Microsoft Word and Excel is mandatory; data entry systems proficiency preferred.

### **Physical Demands/Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Desk work is sedentary and involves sitting most of the time, but may involve walking or standing for brief periods.

Moderate local driving and walking required as part of outreach and community networking activities.

Moderate lifting of program supplies and donations required on a regular basis.

**SALARY RANGE:** \$10.19- \$11.46 per hour

**Send Resume to:** HR Manager, Alternatives For Girls, 903 W. Grand Blvd.  
Detroit, MI 48209 or [sbelchunas@alternativesforgirls.org](mailto:sbelchunas@alternativesforgirls.org)

*Women and Minorities Encouraged to Apply*  
*Alternatives For Girls is an equal opportunity employer.*  
AFG enjoys a smoke-free environment.

This job is posted internally for 5 days; AFTER 5<sup>th</sup> day all applicants are considered external candidates.