



Support Staff (*Residential*)

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JOB SUMMARY: Offer support for clients as directed. Follow and complete all daily/nightly tasks successfully and efficiently. Assist in maintaining a safe, secure environment for residential clients.

SUPERVISED BY: Program Manager

STATUS: This position non-exempt, may be full or part-time. Variable schedule may require evening, overnight, weekend and/or holiday work

GENERAL: Assist program staff as directed. Interact (in a professional manner) with clients as they adapt to the recovery process. Able to diplomatically mediate disputes and give a clear, objective report of all client interactions. All jobs and duties are subject to change per manager, supervisor or clinicians request.

Supervision Exercised: None

Essential Functions:

- Responsible for recording all client interactions and events and reading the program log book, as well as emails, the beginning of each shift.
- Monitor, observe and record results of all self-administrated client medications using agency protocol. Complete medication counts and audits as instructed.
- Confidence in de-escalation strategies with the ability to recognize when clinical staff should be contacted and involved.
- Observe UA's – awareness and indication of impairment.
- Ability to communicate clearly – verbal and written.
- Must be able to firmly set healthy boundaries
- Minor housekeeping
- Provide transportation (if needed) using only the company vehicle provided.
- Walk around inside and outside the building for house and perimeter checks including, but not limited to, room, property searches.
- Ability to assess conflict/emotional incidents.
- Other duties as assigned.

JOB REQUIREMENTS

Experience and Skills Requirements: Client care experience working in addictions treatment, medical or other human service environment, preferred

Education/Licensure/Certification requirement:

- Human Services Training/Education.
- Associate Degree preferred, but will consider any combination of Education and Experience.
- Peer Support Specialist (PSS)/Traditional Health Worker (THW) certification preferred or OnTrack will provide training in first 6 months of employment.
- Oregon Driver’s License with clean driving record.

Background: Clear background check.

Work environment: This job is light work with some physical requirements include, but are not limited to the following:

- Walking, crouching, lifting, climbing, kneeling, etc.

Basic computer knowledge is required to successfully be up to date on spreadsheets, emails, documentation and other assigned data entry. Occasional walking in and around the residential facility is necessary. Ability to use a telephone and email a significant portion of every workday.

References: 3 references required to verify experience

Recovery (if self-disclosed): Addiction and alcoholism are medical conditions, protected from discrimination under the Americans with Disabilities Act as Amended, Oregon disability laws, and other laws. OnTrack does not ask applicants or employees if they suffer from alcoholism or addiction or are currently in recovery. However, as a provider of recovery support services, we believe alcoholics or addicts in recovery are often the best mentors for others still struggling, and we prefer to hire qualified individuals in recovery for direct client contact positions. On the other hand, the early stages of recovery are subject to frequent relapse and uncertainty, which would make hiring an individual in the early stages of recovery inconsistent with our mission, and would likely make the individual unable to effectively perform the essential functions of any position that involves direct client contact. Therefore, *if* an applicant or employee discloses a history of addiction, *and* the position involves direct client contact, we do require the individual to confirm that he or she has been in recovery for a minimum of two years.

Not Comprehensive List: *This is not intended to be a comprehensive list of all duties and responsibilities, and is representative of the scope of the work. The duties and responsibilities listed in this job description may be subject to change at any time due to reasonable accommodation or other reasons.*

Upon signing this form, you are in agreement with all responsibilities listed above and acknowledge receipt of the job description, and acknowledge that you can perform all the essential functions of the position, with or without reasonable accommodation.

Print name

Date

Signature

Date