



Position: Client Worker
Status: Full-time
Shift: Evening; 4pm - 12am or Night; 12 am - 8am
Reports to: Operations Manager
Program: Turning Point Brooklyn – 3rd Avenue

Position Description

Under the general supervision of the Operations Manager, the Client Worker is responsible for monitoring and interacting with clients in a 39-bed transitional shelter for young women age 18-25.

Responsibilities:

- Complete intake screening and orientation of new clients
- Provide appropriate intervention and conflict resolution where/when necessary
- Complete required client related documents in the CARES database
- Update daily log book and Client Worker forms
- Conduct hourly room, floor and facility safety checks
- Provide emergency coverage for the next shift when necessary (double shifts)
- Report daily census count to the Department of Homeless Services
- Distribute quarters, metrocards and dispensing of client medications
- Prepare and assist with meals as needed
- Responsible for stripping of rooms, bagging, storing and retrieving client personal belongings
- Assist with monthly fire drills and completing reports
- Oversee weekly General Inspection
- Monitor clients medication usage and log books
- Monitor fire safety and critical file log books on a monthly basis
- Answer multi-line phone and direct calls to appropriate staff persons
- Participate in TP fundraising events

Qualifications:

- High school diploma required
- Have at least 2 years working with young adults or satisfactory equivalent.
- Must have good oral and written communication skills
- Knowledge of special needs populations
- Demonstrated ability to maintain professional boundaries
- Familiarity with DHS procedures a plus
- Knowledge of MS Word

Contact:

Email Resume and Cover Letter to:
Ilesha Moore, Turning Point Managing Director of Housing
imoore@tpbk.org
Include the words 'CLIENT WORKER' in the subject line