

ACACIA NETWORK HOUSING, INC.

915 Westchester Ave, 3rd Floor, Bronx, NY 10459 / P: 646.224.9200 / F: 646.224.9223

www.acacianetwork.org

Title:	Shift Supervisor	FLSA Status:	Non-Exempt
Department:	FWC	Union Status:	Non-Union
Reports To:	Program Director	Weekly Hours:	35
Status:	Full-Time	Schedule	

POSITION OVERVIEW:

Provide direct supervision to a team of Residential Aides. Assist Leadership with the oversight of departmental tasks and goals. This includes, but is not limited to, generating work schedules and assignments for the operations staff, record keeping, statistical reports, safeguarding of the building schedule, general maintenance of the physical site-location, meal coverage, site coverage, client care/crisis intervention, administration of emergency first aid/CPR assistance and opiate overdose prevention intervention; related duties as assigned. Provide or arranges for house coverage for unscheduled absences and other unexpected situations. Provides training to new staff; ensures that operations policies and procedures are enforced at all time.

KEY ESSENTIAL FUNCTIONS:

Work Performance:

- Perform hourly house runs to; perform inspections of facility/rooms; ensure staff are in their assigned locations
- Arrange for coverage for unscheduled absences and other unexpected situations
- Record and respond to incidents, client issues and complaints; perform crisis intervention procedures
- Track clients' properties and store in lock up
- Ensure daily census is monitored and accurate; ensure CARES is updated daily with current information
- Assist with intakes of new and returning clients, and submit them for approval
- Keep records of safety, fire, and building inspections
- Monitor all fire and safety equipment to ensure it is functional at all times
- Monitor staff and assign tasks as necessary
- **Other duties in keeping with the scope and nature of the position**
- Assist the Operations Manager/Senior Shift Supervisor with work schedules and assignments for the staff
- Supervise and coach to ensure high quality service delivery; including: participation in departmental meetings and scheduled supervision.
- Ensure that supervision subscribes to the established format and reviews tasks outlined by the position.
- Meet all training standards, and schedule regular training sessions to ensure all subordinates meet training standards.
- Lead subordinates in crisis prevention and intervention techniques.
- Ensure 100% of clients maintain access to client services (meals, laundry, toiletries, etc...) and complete inventory of departmental supplies and maintenance needs.
- Maintain knowledge of, and ensure compliance with Part 491 Regulations, the Callaghan Decree and those of all funding sources.
- **Ensure compliance with program schedule (bed signing, dorm inspections, linen exchange, medication monitoring, workshops, etc...).**
- Maintain working knowledge of all technological systems utilized by the program and its affiliates.
- Maintain working knowledge of strengths and challenges of subordinates and have a working plan as to how to address those challenges.
- Maintain strong collaborative relationship with all providers affiliated with ANH.

JOB DESCRIPTION

Title:	Program Director	FLSA Status:	Non-Exempt
Department:		Union Status:	Non-Union
Reports To:	Assistant Vice President	Weekly Hours:	35
Status:	Full – Time	Schedule	9AM – 5PM

POSITION OVERVIEW:

Under supervision of the Assistant Vice President, the PD/ oversees staff to ensure quality care and oversees the functions of the shelters according to DHS regulatory and accreditation requirements. The Program Director serves as a key member of the leadership team to ensure top quality services for the families' transitional housing program in multiple locations throughout New York City.

KEY ESSENTIAL FUNCTIONS:

- Responsible for overseeing all aspects of operation at multiple locations - service delivery, compliance to contracts, targets (*case management, employment, housing placements, medical and chart compliance, recreational activities, security, maintenance, food service if applicable, etc.*)
- Provide leadership, guidance, direction, and supervision to all staff to ensure accurate and timely completion of deliverables, targets and benchmarks
- Interview, hire, supervise, and set up training to program personnel to reach program goals
- Conduct performance evaluations, disciplinary actions, resignations, and terminations
- Monitor and maintain the fiscal condition of the program
- Develop program content to address clients' needs related to ADL, Time Management, Critical Thinking, shelter rules and regulations
- Ensure and maintain all regulatory agency (*i.e.-Dept. of Health, OTDA, DHS, Coalition for the Homeless*) standards are in compliance (*related to food and emergency supplies, linen, personal belongings, client mail, laundry, personal care items, etc.*).
- Understand all aspects of contract requirements and communicate this understanding to staff
- Responsible for the overall administration, food, procurement of equipment and supplies for program and staff at assigned locations.
- Plan, interpret all policies and procedures for staff; ensure implementation of all policies and procedures
- Plan and organize program activities to maximize program contract's goals and performance targets as outlined
- Plan, coordinate and facilitate social/peer support, ADL events and recreational activities.
- Communicate with peers at other Acacia Network Shelters on issues related to client progress and best practices
- Facilitate interdepartmental communication and conduct regular staff/departmental meetings
- Set realistic weekly and monthly performance goals in accordance with contract requirements with reporting staff
- Ensure accurate and timely reporting and statistical information for both Acacia Network management and regulatory agencies

- Review the analysis of program and demographic client data to make programmatic improvements
- Monitor sub-contractors to ensure appropriate service deliveries and quality
- Connect with community leaders to build connections, gain support and troubleshoot issues/concerns
- Conduct periodic internal file review and implement Quality Assurance measures as needed to ensure quality service delivery to clients (*i.e.-address and investigate client complaints*)
- Organize onsite and offsite training opportunities for professional development of staff
- Develop and implement crisis prevention and/or intervention strategies to ensure a safe and secure environment
- Troubleshoot client and direct reporting staff program problems, and make decisions in accordance with program policies, procedures, and protocols
- Provide assistance and follow-up in regards to critical incidents with clients
- Conduct and document one-on-one supervision of direct reporting staff to assess and improve work performance (i.e. identify training needs, professional development, etc.)
- Serve as the Incident Commander for the entire portfolio
- Report all incidents that may subject Acacia Network to liability to the Deputy Program Administrator
- Review all times sheets for accuracy and fiscal responsibility.
- Tasks may be modified, expanded and/or assigned over time

REQUIREMENTS:

- Bachelor Degree, required
- Master Degree, preferred
- Seven (7+) years of experience with homeless population or special needs population (mental illness, substance abuse, HIV, etc..)
- Five (5+) years must be in a managerial position
- Experience working with individuals and/or families facing homelessness
- Experience in staff training and development
- Experience supervising high level staff
- Experience supervising staff in multiple locations
- Willingness to work in all boroughs and commute to multiple locations in a given day
- An understanding of funding and industry regulations and a track record of meeting compliance standards
- Strong leadership, excellent organizational and communication skills
- Ability to work on a strong team of professionals in a culturally diverse environment
- Ability to multitask and to work and function under pressure

SUPERVISION RECEIVED:

Routine supervision: Provided with instructions on job requirements, methods, priorities and deadlines with particular attention to unusual or difficult aspects or tasks. There are regular or systematic reviews of progress, quality and output, usually at discrete times, but occasionally only upon completion

Acknowledgment of Job Description

This will acknowledge that I have received, reviewed and understand the above job description and will discuss with my supervisor if I have any questions. I further acknowledge that I am capable of performing the essential functions of the job, with or without reasonable accommodation. I understand and agree that nothing in this job description is binding on ACACIA NETWORK and that ACACIA NETWORK remains free to change the duties and responsibilities of the above described job at any time, without notice, and at its discretion. I further understand and agree that nothing in this job description changes my status as an at-will employee, meaning that either ACACIA NETWORK or I can terminate our employment relationship at any time, with or without cause or notice.

Employee Name (Print)

Employee Signature

____/____/____
Date

JOB DESCRIPTION

Title:	Director of Operations	FLSA Status:	Exempt
Department:		Union Status:	Non-Union
Reports To:	Program Director	Weekly Hours:	35
Status:	Full – Time	Schedule	9AM – 5PM

POSITION OVERVIEW:

Director of Operations shall be responsible for initiating, administering, supervising, coordinating and evaluating all facility/ maintenance services in such a manner as to provide effective, efficient facility services.

KEY ESSENTIAL FUNCTIONS:

- Assume responsibility for administering, supervising and coordinating the facility services of the corporation
- Develop an annual budget for the facility services operations; assumes responsibility for department budget development, preparation, long-range financial planning
- Assist the Controller in developing a long-range capital improvement and capital equipment plan, and update annually for compliance with the funding source(s) requirements
- Monitor and control monthly expenses for facility services operations against budget plan
- Prepare all documents for requests for quotations as necessary
- Assists in the planning, coordination and monitoring of construction and renovation
- Plan work schedules and maintenance requirements with contractors as necessary
- Plan and schedule all work activity, projects and tasks for all staff
- Schedule routine and preventative maintenance, cleaning and inspection of grounds, buildings, structures, plumbing, electrical fixtures, appliances, HVAC equipment and other facility components
- Purchase supplies as necessary for building operations from suppliers, vendors and contractors
- Maintain inventory control system for equipment and supplies
- Conduct performance reviews and associated evaluations of all Facilities/Maintenance Department staff

REQUIREMENTS:

- Minimum ten years' experience in related areas; four-year degree and professional designation preferred
- Excellent knowledge, background and experience of all building trades, building construction, building and grounds maintenance, working knowledge of industry cleaning procedures and standards, management of personnel and budgets;
- Interview, select, train and discipline employees in conjunction with the Human Resources Department

- Ensure compliance with all local, state and federal safety regulations: meeting criteria and responding to state and city wide inspections (DHS-Department of Homeless Services, RSRI's- Routine Site Review Inspections, OTDA- office of Temporary Disability
- Monitor, track and clear violations issued to all buildings within the network by submitting certifying violations in a timely manner and collaborating with landlords for any type of violation: Department of Buildings (DOB), Environmental Control Board (ECB), Fire Department of NY (FDNY), Housing Preservation and Development (HPD), The City of New York Department of Sanitation (DSNY) etc.
- Maintain all record keeping of company vehicles up to date and that of authorized employees to use company vehicles
- Monitor and track company's transportation tools such as ezpass and gas cards

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

SUPERVISION RECEIVED:

Routine supervision: Provided with instructions on job requirements, methods, priorities and deadlines with particular attention to unusual or difficult aspects or tasks. There are regular or systematic reviews of progress, quality and output, usually at discrete times, but occasionally only upon completion

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Employee Name (Print)

Employee Signature

____/____/____
Date

JOB DESCRIPTION

Title:	Porter	FLSA Status:	Non-Exempt
Department:		Union Status:	Yes
Reports To:	Director of Operations	Weekly Hours:	35
Status:	Full-Time	Schedule:	

POSITION OVERVIEW:

The Porter must have one year experience in area of maintenance of residential property he/she must demonstrate motivation and desire to perform general cleaning and maintenance work. To work well in the presence of tenants, visitors and supervisors, and to demonstrate courtesy and appreciation for the tenants of the buildings. Must be in good physical condition and good health.

MANAGEMENT/SUPERVISORY RESPONSIBILITIES:

This position has the following management/supervisory responsibility (check only one):

<input checked="" type="checkbox"/>	This position includes no managerial or supervisory responsibilities.
<input type="checkbox"/>	This is a supervisory position.
<input type="checkbox"/>	This position is a managerial position.
<input type="checkbox"/>	This is a director/administrator position.

KEY ESSENTIAL FUNCTIONS:

Maintains assigned area in clean and orderly condition by performing any one or all the following tasks individually or in combination, as circumstances may require. Cleans and prepares apartments for incoming clients and installs necessary furniture according to family composition.

REQUIREMENTS:

SUMMARY OF PRINCIPAL DUTIES AND RESPONSIBILITIES

- Sweeps and mops hallway floors, stairways and elevators daily.
- Strips, waxes and polishes floor using electrical floor buffing machines and components.
- Collects garbage, empties compactor, package and removes garbage, separates and packages waste for recycling and disposal daily, and loads dumpster as directed.
- Sweeps sidewalks and yards and maintains them free of debris. In winter removes snow and ice from sidewalks and stairs by shoveling (hand or power tool) or spreading salt/deicer to maintain winter safety standards.
- Moves furniture, and loads and unloads equipment, materials, and supplies as directed.
- Wipes down and cleans all doors and windows in hallways, stairs and offices, and replaces non-working light bulbs.
- Removes graffiti from exterior and interior of building and repaints area.
- Cleans, maintains and removes garbage from administrative offices and non-residential areas as assigned.

- Reports all maintenance work outside of his/her scope of work to the Director of Operations. Takes precautionary measures to shut down equipment and maintains safety standards to protect life and property. Performs the essential functions in this section, but they are not limited to the tasks and responsibilities written down.

PHYSICAL DEMANDS:

Please indicate which level of activity best describes the position (check only one):

<input type="checkbox"/>	Sedentary Work (equivalent to lifting or exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time but may occasional walking or standing for brief periods of time).
<input type="checkbox"/>	Light Work (equivalent to lifting or exerting up to 20 pounds of force occasionally or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work).
<input checked="" type="checkbox"/>	Medium Work (involves exerting 20 to 50 pounds of force occasionally or 10 to 25 pounds of force frequently. Physical demand requirements are in excess of these for Light Work).
<input type="checkbox"/>	Heavy Work (involves exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently. Physical demand requirements are in excess of those for Medium Work).
<input type="checkbox"/>	Very Heavy Work (involves exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force. Physical demand requirements are in excess of those for Heavy Work).

PHYSICAL REQUIREMENTS:

Please indicate the level of physical activity required in each area for the position. Check only one box for each requirement:

Requirement	Almost Never	Seldom	Sometimes	Frequently	Almost Always
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Typing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extended siting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK LOCATION:

The work location(s) required of incumbents in this position are as follows (check only one):

<input checked="" type="checkbox"/>	All work is completed in the office/ within the program.	<input type="checkbox"/>	Majority of work is completed in the office/program, with occasional trips to the community/other sites.	<input type="checkbox"/>	Work is completed equally in the office/program and in the community/other sites.
<input type="checkbox"/>	All work is completed in the community/other sites, with the exception of required meetings.	<input type="checkbox"/>	Majority of work is completed in the community/other sites, with occasional work done in the office/program.		

WORK HOURS:

The work hours for this position are as follows (check all that apply):

<input checked="" type="checkbox"/>	Has standard work schedule (set hours).	<input checked="" type="checkbox"/>	May require work outside of standard work hours (evenings and weekends).	<input checked="" type="checkbox"/>	On-call as required.
<input checked="" type="checkbox"/>	Overtime may be required.	<input type="checkbox"/>	Position subject to possible mandation.	<input type="checkbox"/>	Shift work required.

WORK ENVIRONMENT:

Incumbents in this position are exposed to the following environmental condition(s):

<input checked="" type="checkbox"/>	Not substantially exposed to adverse environmental conditions.	<input type="checkbox"/>	Subject to infectious waste (typical of most patient care/housekeeping positions).	<input type="checkbox"/>	Subject to outside environmental conditions .
<input type="checkbox"/>	Subject to inside environmental conditions .	<input type="checkbox"/>	Subject to both environment conditions (work occurs inside and outside).	<input type="checkbox"/>	Subject to extreme heat (temps above 80 degrees Fahrenheit).
<input type="checkbox"/>	Subject to extreme cold (temps below 32 degrees Fahrenheit).	<input type="checkbox"/>	Subject to extreme noise (noise must be sufficient to cause shouting in order to be heard over ambient noise level).	<input type="checkbox"/>	Subject to extreme vibrations (exposure to oscillating movements of the extremities of the whole body).
<input type="checkbox"/>	Subject to work hazards (ex: moving mechanical parts, electrical current, scaffolding in high places).	<input checked="" type="checkbox"/>	Subject to one or more condition that affects the respiratory system or skin (fumes, gas, dust, odors)		

SUPERVISION RECEIVED:

Please indicate which level of supervision is required for this position (check only one):

<input checked="" type="checkbox"/>	Close Supervision (provided with daily oversight of work day-to-day tasks, methods and functions. There are regular checks of tasks for quality and quantity of work. Employee performs a variety of routine duties within established policies and procedures or by referring to the written guidelines. Any deviation is reviewed by the supervisor).
<input type="checkbox"/>	Routine Supervision (provided with instructions on job requirements, methods, priorities and deadlines. Advice and assistance are provided as needed. There are regular and systematic reviews of progress, quality and output, usually at discrete times, but occasionally only upon completion).
<input type="checkbox"/>	General Supervision (provided with general instructions on an ongoing basis, usually covering only the broad aspects of the job. Incumbents exercise some control over both the technical and administrative aspects of work. Decision-making is limited in context to the completion of work tasks. Completed work is consistent with established guidelines, policies and procedures).
<input type="checkbox"/>	Limited Supervision (provided with clear statements of objectives and resources available. Oversight by the supervisor is only exercised on longer term goals and policy issues. Completed work is reviewed for compliance with laws and regulations, and adherence to program goals, objectives, budgetary limitations and general employer policies. This level is common among most mid-level managers).
<input type="checkbox"/>	Broad Supervision (provided with broad objectives and have broad responsibility for planning, organizing and prioritizing work. Employee exercises independent decision-making authority for determining work objectives and goals to be accomplished, independently plans, designs and carries out programs, projects in accordance with broad policy statements or legal requirements. This level is common among senior management).

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Employee Name (Print)

Employee Signature

____/____/____
Date



Title:	Housekeeper	FLSA Status:	Non-Exempt
Department:		Union Status:	Non-Union
Reports To:	Facility Manager	Weekly Hours:	35
Status:	Full – Time	Schedule	Mon - Fri 10am-6pm

JOB DESCRIPTION

POSITION OVERVIEW:

A housekeeper is a person who provides professional services in cleaning. In either domestic or commercial Service. He or she performs basic upkeep. They are responsible for making sure all assigned areas of the Establishment are clean, neat, and tidy

KEY ESSENTIAL FUNCTIONS:

- Receives and follows cleaning schedules
- Identifies and uses proper cleaning equipment, cleaning solutions, and utility cart
- Cleans washes, sanitizes and /or polishes furnishings, mirrors, room or bathroom fixtures, appliances, cabinets, heating/cooling system, etc.
- Uses any combination of the following: cleaning, sanitizing, dusting, polishing, mopping, vacuuming, sweeping, damp/wet mopping, in the assigned work area
- Uses proper cleaning techniques for floors; sweep, dust, damp/wet mop, or vacuum
- Removes dirt, dust, grease, and film from all surfaces using proper cleaning or disinfecting solution
- Disposes of waste/trash (recyclable, regulated, regular medical) into proper container
- Removes and replaces plastic liners from trash can when necessary
- Replaces or replenishes necessary supplies in assigned work areas, such as toilet tissue, paper towels, soap, trashcan liners, etc.
- Performs terminal cleaning in preparation for new occupancy
- Follows all cleaning or sanitation procedures in isolation rooms/areas in accordance with infection control policies and procedures
- Performs duties in an orderly and safe manner, using proper signs and equipment safety procedures to prevent accidents
- Other duties in keeping with the scope and nature of the position

REQUIREMENTS:

300 E. 175th Street, Bronx, NY 10457 | P:718.299.1100 | F:718.716.7822

AcaciaNetwork.org

Raul Russi
President

Lymaris Albors
Chief Executive Officer

Jose A. Rodriguez, Esq.
Executive Vice President
Chief Legal Officer

Vicky Gatell
Executive Vice President
Chief Financial Officer

- High School Diploma/GED, required
- At least a year of maintenance/cleaning experience

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

Almost Always: Bending, kneeling, lifting, reaching, extended standing, and extended walking

Sometimes: Climbing and visual Inspection

Almost Never: Extended sitting and fingering (typing, keyboarding, etc.)

Medium work (equivalent of lifting approximately 50 pounds maximum with frequent lifting and/or carrying of objects up to 25 pounds)

SUPERVISION RECEIVED:

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Employee Name (Print)

Employee Signature

____/____/____
Date

JOB DESCRIPTION

Title:	Sr. Case Manager	FLSA Status:	Non-Union
Department:	Corona Residence	Union Status:	Non-Exempt
Reports To:	Director of Social Services	Weekly Hours:	35
Status:	Full-Time	Schedule	Mon - 9AM – 5PM

POSITION OVERVIEW:

The Senior Case Manager will lead and support shelter case management services that maximize safety, connect residents to needed services and support. The Senior Case Manager will serve as mentor to Case Managers to ensure standards are met and discusses solutions to resident barriers.

KEY ESSENTIAL FUNCTIONS:

- Serve as mentor to Case Managers; promote their professional development
- Schedule weekly/biweekly meetings with families in caseload. Create case plans and monitor plans for effectiveness
- Ensure clients have appropriate medical insurance and are referred to medical provider
- Assist clients in finding housing and employment
- Maintain updated case files with necessary documentation
- Work with team to ensure building standards are met and conduct unit inspections and follow-up
- Participate and facilitate in interdisciplinary team meetings to discuss and overcome resident barriers
- Conduct comprehensive client assessments to collect functional, environmental, psycho-social, educational, and health information as appropriate to develop and create a cost effective care plan
- Develop support systems to meet client needs by identifying and coordinating a variety of available services
- Evaluate client risk and assess need for immediate intervention
- Develop, prepare and present training and educational programs/workshops
- Interpret and explain DHS regulations and service programs to client
- Provide supportive counseling and advocacy for clients
- Determine quality and effectiveness of services provided and if necessary, develop and implement new processes and procedures
- Build and maintain positive working relationships with staff and clients
- Engage clients in the problem solving process
- Analyze situations and determine proper course of actions by making decisions and utilizing independent judgment
- Maintain records and prepare clear, concise, and complete reports
- On a continuous basis know signs and symptoms of mental illness; understand cultural influences on behavior; identify need for services; problem solve to assess needs of clients; observe family interactions for assessment purposes; and explain regulations and findings to clients and families
- Work with various cultural and ethnic groups in a tactful and effective manner
- Perform other duties and tasks as assigned and attend meetings, training and workshops as required

REQUIREMENTS:

- Associate's Degree but Bachelor's Degree, preferred
- Minimum of five (5) years' experience working with homeless and/or and mixed-income population
- Specialty in substance abuse and mental health issues
- Knowledge of crisis prevention, intervention, and resolution techniques; match such techniques to particular circumstance and individuals

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

- **Almost Always:** Fingering (typing, keyboarding, etc....)
- **Frequently:** Lifting reaching, extended sitting
- **Seldom:** Kneeling, Visual inspection, extended walking
- **Almost never:** Extended standing
- **Sedentary work:** Equivalent to lifting approximately 10 pounds with occasional lifting and/or carrying of small objects. A minimal amount of waking or standing may be required
- Follows clearly established policies and procedures
- Makes decisions within well-defined parameters for completion of own work

SUPERVISION RECEIVED:

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Employee Name (Print)

Employee Signature

____/____/____
Date



JOB DESCRIPTION

Title:	Maintenance Worker	FLSA Status:	Non-Exempt
Department:		Union Status:	Non-Union
Reports To:	Director of Operations	Weekly Hours:	35
Status:	Full – Time	Schedule	

POSITION OVERVIEW:

The maintenance worker is responsible for the general maintenance of the facilities which include but are not limited to repairs on heating and air conditioning equipment, hardware repairs, repairing light fixtures, plumbing repairs, moving equipment/furniture, painting and plastering walls, driving company vehicles and general carpentry needs of the facilities. A basic familiarity with the facilities mechanical plant is required.

KEY ESSENTIAL FUNCTIONS:

- Maintain the physical plant and facility in a safe and secure manner
- Assure that the building has adequate heat or air conditioning, light, water and sewage disposal at all times; be on duty during interruptions of any of these to coordinate repairs and emergency contingency plans
- Inspect, diagnose and repair physical plant problems
- Maintains inventory of all departmental tools; issues and records the distribution and return of all tools used for daily repair / maintenance tasks by Engineering Workers and Helpers
- Keep records of safety, fire and building inspections
- Strictly adheres to Fire Safety / Emergency Regulations, Resident Rights and interests, general and special policies and procedures of the Facility
- Performs services listed above as designed at the Facility; maintains grounds and properties owned and/or operated by the Facility in compliance with all applicable codes, rules and regulations
- Ensure that all garbage and trash, including hazardous materials, are disposed of properly
- Supervise clients assigned to maintenance as their job function
- Performs in a wide range of trades including but not limited to maintenance, test, repair, installation and replacement of parts and equipment involving general skills in carpentry, plumbing, masonry, electricity, HVAC, refrigeration, sanitation, grounds, painting, wall covering, cleaning transportation and the preventative maintenance program
- Maintains a clean, neat appearance always wearing prescribed uniform
- Accurately completes job logs, records, and other information for statistical record

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Chief Legal Officer

Vicky Gatell
Executive Vice President
Chief Financial Officer

- Cleans all dust, dirt and debris accumulated as a result of maintenance performed, equipment malfunction and resulting repair, construction or renovation
- Subject to 24-hour recall, irregular hours for the purpose of adequate manning, emergencies and special projects / programs as the situation dictates; routinely works in accordance with the established work schedule
- Other duties in keeping with the scope and nature of the position

REQUIREMENTS:

- High School Diploma/GED, required
- Boiler Operator Certificate, preferred
- One (1+) experience in a minimum building cleaning and maintenance work.
- Ability to lift and carry objects weighing from 15 to 25 pounds
- Ability to work occasionally in poor weather conditions, including heat, cold, rain, or snow

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

- ***Almost Always:*** Bending, climbing, kneeling, lifting, reaching, extended standing
- ***Seldom:*** Extended sitting, visual inspection, fingering (typing, keyboarding, etc.)
- **Heavy work** (equivalent of lifting 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds).

SUPERVISION RECEIVED:

Routine supervision: Provided with instructions on job requirements, methods, priorities, and deadlines with particular attention to unusual or difficult aspects or tasks. There are regular or systematic reviews of progress, quality, and output, usually at discrete times, but occasionally only upon completion

Acknowledgment of Job Description

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Employee Name (Print)

Employee Signature

____/____/____
Date

Job Description
Licensed Clinical Social Worker – Single Adult Shelter Site

POSITION OVERVIEW:

Under the direction of the Program Director, the Clinical Social Worker is responsible for the completion of comprehensive psychiatric evaluations and mental status examinations along with providing assistance in coordinating ongoing mental health treatment. He/she will provide specialized focus groups surrounding client's full participation in understanding treatment and ongoing care. He/she will also provide education groups to staff to increase awareness of mental health diagnosis and presentation, along with treatment options. Additional duties include, but are not limited to record keeping, statistical reports, site coverage, client care/crisis intervention, administration of emergency first aid/CPR assistance, and opiate overdose prevention intervention; related duties as assigned.

KEY ESSENTIAL FUNCTIONS:

Work Performance:

- Ensure high quality service delivery, including: attending weekly social service meetings, internal and external case conferences, client referral and follow up, scheduled supervision and client meetings as needed.
- Schedule and conduct workshops/client presentations at regular intervals
- Maintain working knowledge of, and compliance with Part 491 Regulations, the Callaghan Decree and those of all funding sources.
- Consult with social services team on clients with special needs
- Provide supervision or treatment of all cases requiring clinical involvement by managed care or other referrals agencies.
- Develop and maintain referral linkages with outside agencies and organizations to meet the needs of program clients.
- Escort clients in crisis for emergency intervention.
- Maintain familiarity with both professional and self-help systems in the community in order to assist the client in those services when necessary

Reporting and Documentation:

- Complete, review, and ensure timely submission of all internal and external reports.
- Ensure work outputs are of substance.
- Complete mental status examinations inclusive of taking comprehensive history inclusive of active or past substance use, history of violence (as perpetrator or victim), medical history, and relevant social history.
- Develop assessment-based treatment plans (integrated plan of prioritized interventions) based on the diagnosis and psychosocial assessment of the client, to address mental, emotional, behavioral, developmental and addictive disorders, impairments and disabilities, reactions to illnesses, injuries, disabilities and impairments, and social problems for clients in crisis and unable to access care.
- Provide crisis oriented psychotherapy and limited psychotherapy and psychotherapeutic treatment for those clients in crisis
- Maintain up to date case notes for clients on caseload; if applicable.
- Conduct client assessments/screens during Admission/Orientation Phase and at other appropriate times.
- Ensure documented follow up of all crisis and emergency referrals.

- Review and track service delivery (assessments, service referrals, workshop attendance, etc...)

Engagement:

- Ensure the best customer service is provided to every client.
- Hold each client and staff's information in the highest confidence.
- Ensure compliance with behaviors outlined by ANH's Standards of Conduct, Code of Conduct and Workplace Civility Policies.
- Model appropriate behaviors for clients and staff.
- Serve as an advocate for those clients or groups of clients whose needs are not being met by available programs or by a specific agency.

Time and Attendance:

- Adhere to work schedule and ensure adherence to Social Services schedule by all staff.
- Avoid unscheduled absences.

Professional Conduct:

- Perform job duties with quality.
- Adhere to the Dress Code Policy.
- Model appropriate behaviors for clients and staff.
- Lend interdepartmental support in times of need.
- Be a resource to staff and colleagues.
- Maintain open lines of communication with all departments, DHS Administration, ANH Administration, and partners within the community.
- Maintain compliance with electronic communication policies.

Additional Site-Specific Duties:

- May be determined by site

TARGETS & OUTPUTS:

- 100% of clients seen will have a documented Mental Status Evaluation documented in CARES.
- At least 2 specialized focus groups will be held for clients per month.
- At least 2 education groups will be held for staff each month.
- 100% of all mental health crisis will have documented follow up.
- 100% of all clients receiving crisis intervention will have documented referrals to outside treatment.
- Champion at least 1 training initiative for staff annually.

REQUIREMENTS:

- 1) Master's of Social Work from an accredited institution (NY State Licensure Required)
- 2) Two (2) years post graduate experience providing social services, preferable serving chemically dependent and/or mentally ill individuals
- 3) CPR & First Aid
- 4) Overdose Prevention Rescue Training
- 5) Mental Health First Aid
- 6) CARES (Getting Started, Supervisory Functions & Reporting)
- 7) Basic computer skills (MS Office)
- 8) Knowledge of internet and email services
- 9) Bilingual, Spanish (preferred)

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

- May require work outside of standard work hours or on weekends.

- Incumbents in this position are required to perform the following physical actions: typing, climbing stairs and sedentary work (equivalent to lifting approximately 10 pounds with occasional lifting and/or carrying of small objects. A minimal amount of walking or standing may be required.
- Use computer for data inquiry, file access and printing of reports that are already set up; use computer for basic word processing / basic spreadsheet use.
- Most work completed at the site, with occasional trips to the community.

SUPERVISION RECEIVED:

Limited supervision: Provided with clear statements of objectives and resources available. Work reviewed in terms of achievement of objectives only. This level is common to most mid-level managers

ACKNOWLEDGEMENT:

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_____/_____/_____
Employee Name (Print) Employee Signature Date

ACACIA NETWORK

Job Description



Title:	CASAC	FLSA Status:	Non-Exempt
Department:		Union Status:	Union
Reports To:	Program Director	Weekly Hours:	37.5
Status:		Schedule	

POSITION OVERVIEW:

The Credentialed Alcoholism and Substance Abuse Counselor (CASAC) provide alcoholism and substance abuse counseling services in approved work settings. The CASAC provides comprehensive assessment services to clients who may have substance abuse barriers to employment by applying clinical judgment to determine appropriate treatment needs and levels of care. This includes performing diagnostic assessment, evaluation, intervention, referral and alcoholism and/or substance abuse counseling in both individual and group settings.

KEY ESSENTIAL FUNCTIONS:

- Develops and conducts group individual and family counseling on a scheduled basis to caseload clients/residents
- Obtain weekly random urine samples according to established protocol
- Orients clients/residents about program goals, objectives, rules and regulations, client's obligations, client's rights and program operation
- Demonstrates knowledge of group work management techniques and uses those techniques appropriately
- Demonstrates appropriate treatment planning and clinical intervention
- Demonstrates knowledge of appropriate documentation
- Provides education and information to the client about alcohol and drug abuse
- Maintains and updates referral services and resources that may be useful to our client/resident population; makes referral when necessary and appropriate
- Prepare legal monthly reports monthly or as needed

REQUIREMENTS:

- High School Diploma required. Associate/Bachelor Degree preferred
- Valid OASAS CASAC certification
- 3+ years experience in a Human Services related field
- Strong leadership, excellent organizational and communication skills
- Ability to work on a strong team of professionals in a culturally diverse environment
- Ability to multitask and to work and function under pressure

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

Almost Always: Fingering (typing, keyboarding, etc.)

Frequently: Extended sitting (remaining seated without being able to stand for long periods of time)

Seldom: Bending, climbing, reaching, kneeling, lifting, extended standing (requires standing without being able to sit for long periods of time), visual inspection (such as reading, calibration marks on syringe or examining small circuitry), extended walking (requires walking without being able to stop or rest for long periods of time)

Sedentary work: Equivalent to lifting approximately 10 pounds with occasional lifting and/or carrying of small objects. A minimal amount of walking or standing may be required

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ACACIA NETWORK

Job Description



FLSA Status:	Exempt	Title:	Clinical Coordinator – Shelter
Union Status:	Non-Union	Department:	
Weekly Hours:	35	Reports To:	Program Director
Schedule		Status:	Full-time

POSITION OVERVIEW:

The Clinical Coordinator (Client Care Coordinator Supervisor) is responsible for providing clinical supervision to Client Care Coordinators and enhancing the delivery and coordination of mental health and related services to families with children in shelter. He/She will promote and model best practices for MSW/LMSW Client Care Coordinators and shelter social services provider staff. Improve linkages to mental health and community-based services. Increase ability of shelter social services staff to address mental health issues in a culturally and linguistically competent manner that incorporates strength based, family driven and youth/child guided care. Strengthen overall permanency outcomes for families with children in shelter.

KEY ESSENTIAL FUNCTIONS:

- Provide clinical supervision and oversight of Client Care Coordinator staff.
- Guide Client Care Coordinator staff development, implementation, and achievement of program goals.
- Assisting Client Care Coordinator staff to develop intervention plans.
- Facilitates training and conducting workshops for Client Care Coordinator staff and shelter social services staff.
- Facilitates feedback sessions with clients and the community and linking clients to available resources.
- Handle administrative, operational, programmatic, and related issues that affect Client Care Coordinators
- Liaise with DHS staff, and other governmental agencies and community-based organizations to ensure resources are being made available to clients.
- Provides professional development trainings for Client Care Coordinator staff to enhance skill sets as it relates to appropriately assessing the needs of Families with Children other shelter social service staff.
- Provides oversight and planning for quarterly family meeting (with family and shelter staff) to discuss planning efforts and progress.

REQUIREMENTS:

- Master of Social Work from an accredited institution of social work.
- Licensure (LCSW) at time of hire
- Minimum two years supervisory experience and strong clinical and group-work skills
- Knowledge of child and adolescent development; emotional/behavioral health; mental health; parent child relationships; family dynamics; and diagnostic classification.

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Job Description



- Strong expertise in strength based, solution-focused, and family centered practice.
- Knowledge of guidelines, policies and regulations related to child welfare, safety, permanency and well-being.
- Knowledge and experience working with diverse cultures and ethnicities
- Knowledge and experience with group-work.
- Exceptional written and oral skills.
- Prior experience training staff and the ability to work in a fast-paced environment.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

- Almost always: Fingering, Extended sitting (remaining seated without being able to stand for long periods of time),
- Seldom: Bending, climbing, kneeling, lifting, reaching, extended standing (requires standing without being able to sit for long periods of time), extended walking (requires walking without being able to stop or rest for long periods of time)
- Sedentary work (equivalent to lifting approximately 10 pounds with occasional lifting and/or carrying of small objects. A minimal amount of walking or standing may be required)

SUPERVISION RECEIVED:

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