



## LIFE LINES PROGRAM

### Job Description

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**Job Title:** Concierge

**Program:** Life Lines

**Reports to:** Drop In Center Manager

**Hours of Operation:** Shift(s) determined by need

Flexibility is required to support the efforts of the youth in the program. The potential need to be present may occur occasionally during off hours.

#### **Essential Duties and Responsibilities:**

- Ensure the Center is open and ready to receive youth for the day
- Maintains entry to facility for youth and guests
  - Tracks youth entry and service access
- Provide phone support for the Life Lines Program
  - Call management and transfer
  - Message maintenance
- Provide information and service to youth seeking support in the Drop In Center
  - Services include but are not limited to
    - Providing access to showers and needed supplies
    - Providing access to mailboxes
    - Providing access to laundry facility
    - Connect youth to appropriate supports when possible
    - Act as a liaison for youth
- Develop and maintain service relationships with youth to fulfil the needs of youth, visitors, staff, etc.
- Schedule youth for events, groups, otherwise
- Acquire daily care items
- Maintain supply inventory
- Assist with volunteer management and scheduling
- Manage conference room scheduling and event space
- Provide a variety of business services, such as printing, shipping and receiving, etc.
- Must be able to work and thrive in a team environment
- Deliver services to clients appropriately, ethically, and timely
- Collaborates with agencies and other service providers in the community to build working relationships and establish linkages
- Light house/maintenance and cleaning may be required
- Other duties as assigned

## Education/Experience/Skills & Abilities

1. Associate's degree preferred but not required
  - a. Human Service field or related
  - b. High School Diploma with field experience
2. Minimum of two (1) year in guests services is preferred
3. Minimum of one (1) year relevant work experience with teenagers and young adults in a social service setting
4. A background working with the homeless population, teenagers and young adults
5. Excellent verbal and written communication skills.
6. Proficient in Microsoft Office Suite or related software.
7. Excellent problem-solving and critical thinking skills.
8. Must have a positive attitude with the ability to remain flexible and patient.
9. Excellent organizational and multitasking skills.
10. Excellent administrative skills.

## Qualifications

The qualifications and requirements listed below are representative of the knowledge, skills, and/or abilities required at an *advanced or superior level of performance*.

1. Knowledge, Skills and Abilities
  - a. Ability to work with diverse backgrounds is a must,
  - b. Ability to multitask, adjust quickly and work in a fast-paced environment is a must,
  - c. Ability to work with individuals from diverse backgrounds,
  - d. Ability to maintain client confidentiality,
  - e. Ability to maintain composure under high pressure and/or intense situations,
  - f. Ability to be genuine, warm, and empathic with client population to build trusting relationships,
  - g. Skills in intervening in a crisis and resolving conflict among or between clients,
  - h. Knowledge of community resources accessible by our clients,
  - i. Willingness to work flexible hours,
  - j. Organizational skills, and
  - k. Written and oral communication skills.
2. Must not have a criminal background which would cause question of ability to give constructive guidance to young adults.
3. Must possess a current Delaware driver's license and reliable transportation.
4. Understands the position may require some physical abilities.
  - a. Must be able to lift at least 20lbs.
  - b. Cleaning, moving, and or other duties may be necessary to support the youth through transition.