

Position: Safety Specialist **Status:** Non-exempt
Department: Supervised Visitation Services **Hours:** Thursday and Friday
(4:30pm-8:30pm) and Saturday (8:30am-2:30pm)
Reports To: Program Director, RESPECT & Visitation

Scope of Work: Provide safety and security to a family oriented environment during supervised family visits. Provide assistance to Center staff as required during supervised family visitation. **It is expected that the Safety Specialist's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment and professionalism.**

Primary Duties

- Provide safety and security to families and the Center throughout the duration of Supervised Visitation.
- Secures premise, ensuring access to the Center is verified.
- Serves as first contact for clients entering Center for scheduled visitation/appointments.
- Checks Clients belongings for appropriateness and/or contraband; including bags, gifts, food etc.
- Stores clients keys, purses, cell phones, electronic devices in a safe place for the duration of the individuals stay at center
- Utilizes a hand held security wand on clients entering the premise for visitation
- Ensures that clients arrive on time for scheduled visitation, and will cancel visitation if said client is late after authorization from Assistant Director or designee.
- Verbally remove unauthorized persons from Center, or with the notification of the Local Law Enforcement. Assures that all Center doors remain locked as required.
- Ensures that all Center rules and procedures are followed and maintained
- Participate in all case management meetings and case reviews.
- Role model appropriate parenting skills
- Prepare individual observational reports of all visits.
- Enforce all program rules and procedures.
- Room preparation before and after visit.
- Perform other duties as assigned by Program Director and/or Senior Management

Skills and Abilities:

- Ability to communicate effectively and with sensitivity
- Strong interpersonal, organizational, prioritizing skills
- Self-motivated, self-reliant, dependable
- Flexibility of time and schedule.
- Good leadership skills, including team building and decision-making ability
- Demonstrates maturity, self-awareness and initiative
- Valid driver's license and dependable transportation
- Ability to enter non-handicapped-accessible buildings
- Basic computer skills.

Education & Experience:

- High School diploma required
- 1-2 years related human service experience preferred
- 1-2 years of relevant security experience

It is the policy of New Hope to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, New Hope will provide reasonable accommodations for qualified individuals with disabilities.

New Hope's goal is to increase representation of women, people of color, veterans and individuals with disabilities. Our programs are designed to comply with all applicable federal, state and local laws, directives and regulations and cover all human resource actions including employment, compensation, benefits, training, education, tuition aid, transfers, promotions and social/recreational programs.

