



St. Vincent de Paul Society of Lane County, Inc.

P.O. BOX 24608, Eugene OR 97402
www.svdp.us and on Facebook

Phone: 541.687.5820
Fax: 541.683.9423

Front Desk Support – Service Station

Over the last 68 years, SVdP has grown from a volunteer-led non-profit to the largest human services agency in Lane County with more than 600 employees. Our mission is to assist the poor and those in need of consolation, seeking out and utilizing every resource. Being mindful of the sanctity and dignity of all, any charitable work that advances those goals is within the mission of SVdP Lane County.

Under the supervision of the Site Coordinator, the Front Desk Support staff serves as the first point of contact for the clients assessing a variety of services through St. Vincent de Paul's Homeless & Emergency services.

Essential Duties and Responsibilities:

- Create a welcoming environment for new and returning clients, including greeting clients as they enter, and answering questions.
- Work effectively as a member of the team, including maintaining open lines of communication, consulting about client needs or situations, cooperating to complete tasks, and engaging in shared decision-making, as appropriate.
- Treat clients with respect and professionalism by practicing active listening, preserving confidentiality, avoiding power struggles, and maintaining patience in difficult situations.
- Communicate rules and policies; set limits as appropriate.
- Identify and intervene productively in emergency situations, including medical emergencies, mental health crises, and interpersonal conflicts.
- Work individually and as a member of the team to engage in effective de-escalation.
- Provide support and assistance to individuals experiencing crises due to mental illness and/or substance use.
- Attend and participate productively in weekly team meetings.
- Maintain appropriate professional boundaries, including refraining from engaging in social relationships or exchanging money/goods with clients. Report preexisting relationships that may cause a conflict of interest
- Enter client services accurately in to the HMIS Service Point system.

Knowledge, Skills and Qualifications:

- Previous relatable work experience.
- Ability and willingness to work effectively and professionally with guests displaying a wide range of challenging, unpleasant, and/or unusual behavior.
- Ability to communicate and work effectively with individuals from various backgrounds.

- Strong customer services skills, excellent verbal and written communication as well as organizational skills.
- Ability to multi-task in a fast paced environment.
- Must be punctual and reliable.
- Sincere interest in the mission of the organization and department.

Benefits:

- 401(k)
- Dental insurance
- Employee assistance program
- Employee discount
- Health insurance
- Paid time off

Signature: _____

Date: _____