



Catholic Charities Diocese of Monterey

Position:	Intake and Aftercare Specialist	FLSA:	Non-Exempt
Program/Department:	Tattoo Removal Program	PTE:	20 hrs/week
Supervisor:	Tattoo Removal Program Manager	Salary & Classification:	
Location:	Santa Cruz	\$17 - 20 p/hour	

ABOUT CATHOLIC CHARITIES:

Catholic Charities of the Diocese of Monterey is a member agency of Catholic Charities USA, the largest network of social service provider in the U.S with 167 agencies nationwide and 12 in the State of California. Catholic Charities Diocese of Monterey serves the counties of Santa Cruz, Monterey, San Benito and San Luis Obispo. Catholic Charities is a non-profit, non-discriminatory service organization and employer. We promote equal opportunity in all employment decisions regardless of race, national origin, sex, marital status, physical /mental disability, age or other bases protected by federal, state or local law.

Programs:

The local programs are: Family Support Services (Rental & Household Assistance, CalFresh and Medi-Cal enrollment, and Nutrition Education), Tattoo Removal Program, Immigration and Citizenship Program, and Disaster Relief Program

Mission:

Our Mission is to provide service to people in need, to advocate for social justice, and to call other people of good will to do the same.

POSITION SUMMARY:

Under the direction of the Tattoo Removal Manager, the Intake and Aftercare Educator will provide quality support to participants related to program eligibility, process, and care after laser session. This position includes reporting duties and coordination of offices services.

FUNDAMENTAL RESPONSIBILITIES:

Promote the mission of Catholic Charities through a commitment to its core values of compassion, service, justice, respect, integrity, teamwork and excellence.

ESSENTIAL DUTIES & RESPONSIBILITIES :

1. Conduct client intake and verify eligibility for services.
2. Communicate effectively by using welcoming words, professional tone of voice and appropriate body language
3. Listen skillfully and acknowledge client needs, expectations and values by using active listening.
2. Use effectively de-escalation strategies
3. Make appropriate referrals to other internal services, as well as community and government programs.
1. Provide relevant information to participants regarding the care needed after laser intervention
2. Provide post laser treatment care, including bandaging and information relevant to aftercare
3. Support and maintains a culture of safety and quality
4. Communicate clearly with volunteer medical staff, project manager, and administrative assistant.
5. Treat participants and their families with respect and dignity
6. Record progress of client's removal process
7. Maintain the bandaging room and Doctor's room with appropriate supplies
8. Maintain a clean, organized, and safe work environment
9. Maintain regulatory requirements, office policies, procedures, and standards
10. Communicate with volunteer medical staff and Project Manager about participant's conditions
11. Other duties as assigned by the Project Manager of Tattoo Removal

SKILLS, KNOWLEDGE, AND ABILITIES:

1. A.A. degree in a health related field from an accredited educational institution, or medical assistant certificate and experience that provides the required knowledge and abilities
2. 1 year minimum professional experience as a health educator or medical assistant
3. Bilingual and Bi-literate in English and Spanish required
4. Effective communication and interpersonal skills
5. Effective problem-solving skills
6. Work well with people of diverse socio-economic and ethnic backgrounds. Preferable re-entry groups
7. General knowledge of trauma-informed care
8. General knowledge of tattoo removal laser treatment
9. Ability to maintain and follow government regulations and strict confidentiality
10. Work independently and as a collaborative team member
11. Possess computer and clerical skills with proficiency in Microsoft Word, Excel and other MS Office products
12. Must be comfortable with frequent interruptions
13. Ability to function in a fast pace environment
12. Knowledge of the Principals of Catholic Social Teachings and the ability to link them to practical actions

This job description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant. Because of a need to remain responsive to the needs of our clients and our Agency's operations, responsibilities may be modified at any time.

LICENSE, CERTIFICATIONS, REGISTRATIONS:

1. Must provide a Valid California Driver's License, transportation and current auto insurance.

OTHER REQUIREMENTS:

1. Clearance of fingerprint background check is required.
2. Tuberculosis (TB) Test
3. Ability to stand and be active for 2-3 hours at a time
4. Occasionally lift or move up to 25+ lbs.

WORKING CONDITIONS:

1. Comfortable office environment
2. Some travel to other locations for meetings, trainings, etc.
3. Under the Rehabilitation Act of 1973, Catholic Charities Diocese of Monterey must provide reasonable accommodations when an employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.

HOURS AND OTHER CONDITIONS:

This is a non-exempt, 3-4 hours/day position for a total of 20hrs/week. Salary is \$17-20 per/hour. TPR is open four days a week. Generally, office hours are M-W-TH 9:00 a.m. to 5:00 p.m., Tuesdays twice per month 12:30 p.m to 8:30 p.m. and one Saturday a month. Schedule must cover all doctors' appointments.

APPLICATION PROCESS:

Please send resume and cover letter to hr@catholiccharitiesdom.org. Position will be open until filled.