

# **L'Arche Cleveland - Role Description: Team Support Assistant**

## **Reports To: Program Manager**

*L'Arche Cleveland provides homes, residential services, and places of belonging for adults who have intellectual disabilities in the context of an intentional, inter-denominational community. Our mission is to create homes where the gifts of people with and without developmental disabilities are revealed through mutually transforming relationships.*

**Role Summary:** L'Arche Cleveland seeks a Team Support Assistant to coordinate our efforts recruiting, screening, training, and scheduling the assistants (Direct Support Professionals – DSPs) we need to power our organization to be a sign of hope in Cleveland. We seek a person who is organized, able to manage a high volume of work efficiently, attentive to details, and able to work independently and in collaboration with a team. The candidate should have experience in the non-profit field, can identify mission-driven candidates and employees, and is an outstanding communicator.

### **What You'll Do:**

The Team Support Assistant will coordinate our recruitment and training programs including: recruiting and screening candidates, onboarding new employees and coordinating annual trainings, and creating weekly schedules in our two licensed and two supported-living homes.

#### **Recruitment and Screening**

- Collaborates with the Leadership Team to understand skills and competencies required for openings
- Coordinate and conduct the full life cycle of recruitment including all sourcing, resume and eligibility verifications, screening calls, coordination of interviews with Program Manager and relevant staff, and employment offers
- Build new relationships with pipelines for recruitment including with local organizations and online platforms such as Handshake
- Contribute to developing hiring systems to fairly assess candidates and develop new interview processes to better leverage staff energy and time

#### **Onboarding, Training, and Scheduling**

- Coordinates new hire orientation, relevant trainings for all staff as required by state and federal guidelines, and regular mission-related training/formation
- Develop weekly schedules for two licensed and two supported-living homes, with input from the Leadership Team and consideration of any PTO, medical appointments and emerging needs
- Provide scheduling supports to any emerging programs, including Non-Medical Transport
- Handles employment-related inquiries from applicants and employees, referring complex and/or sensitive matters to the appropriate staff or resources
- Conducts exit interviews alongside relevant members of the Leadership Team
- Maintains compliance with federal, state, and local training laws and regulations

#### **Talent Development**

- Monitor and collaborate with the Leadership Team to improve retention rates of employees through accountability in the orientation process, ongoing training, and proactive communication
- Have a gauge on the overall employee experience through presence in the homes, at trainings and formations, and at community events
- Monitor and remind Leadership Team of upcoming 45-day, 90-day, and yearly evaluations and ensure they are complete for each employee

**Own special projects, as needed, including:**

- Contributing to and coordinating the creation of an operational manual for the organization
- Performs other duties as assigned

**To be successful in this job, you should possess these five qualities:**

- **Manages a high volume of work with efficiency:** Has, or can create, a system for keeping tasks from slipping through the cracks. Able to juggle competing demands and prioritize without sacrificing quality. Plans ahead to make deadlines. Asks for help when needed.
- **Attention to detail:** Notices and fixes errors that others might overlook. Acknowledges mistakes and turns them into learning opportunities. Has a track record of leaving things better than they found them.
- **Clear, precise, compassionate communication:** Speaks clearly about the values and mission of the organization. Communicates well with others, including sharing context and asking questions to understand others' perspectives.
- **Strong sense of ownership and resilience:** Plans ahead and finds alternative paths, when needed, to get to the finish line. Bounces back from setbacks and rejections. Holds a high bar even when things are hectic.
- **Relationship-builder and people-person:** Enjoys being around and connecting with many people. Able to build relationships quickly with others based on mutual trust and respect across lines of differences.

**Qualifications:**

- High School Diploma or bachelor's degree in relevant field or relevant experience preferred
- Ability to pass background checks
- Valid Ohio driver's license

## **How to Apply**

If you believe you fit the qualifications and would be successful in this role, please send a resume and cover letter to Tiara Frizzell

[tiaraf@larchecleveland.org](mailto:tiaraf@larchecleveland.org).

We are an equal opportunity employer.

The position is onsite, full-time.

The role requires flexibility to work occasional evenings and/or weekends if necessary.

We offer excellent benefits such as Health Insurance, Dental and Vision and a Simple IRA retirement plan.