

**JOB TITLE:** Client Mentor (1:4 Day Service Staff)**FLSA:** Non-exempt**REPORTS TO:** Program Support Coordinator☒ Fulltime / ☐ Part Time**REVISION DATE:** July 2025**Position Summary:**

The 1:4 Client Mentor plays a vital role in empowering individuals by mentoring, building relationships, and connecting them to community resources. This position supports clients in exploring educational, employment, and volunteer opportunities.

Essential Job Functions:

- Assess and understand each client's interests, strengths, and needs to provide appropriate guidance and support.
- Support the individuals when exhibiting challenging moments.
- Communicate effectively with the Client Case Manager through verbal and written updates.
- Provide public transportation training and accompany clients into the community for educational and volunteer opportunities. *
- Complete all required documentation related to designated programs accurately and on time.
- Assist with personal care needs as outlined in each client's plan. *
- Respond promptly to emergency situations and administer First Aid or CPR/AED if needed.
- Report all accidents and injuries or applicable behaviors by completing necessary documentation by the end of each scheduled shift.
- Attend morning meetings, informational sessions, and training courses as scheduled.
- Maintain strict confidentiality regarding clients, staff, and Ascend Operations.
- Perform other duties as assigned by management.

JOB REQUIREMENTS:

- Must pass our pre-employment drug screen, physical, and TB testing.
- Must be available to work nights, weekends, holidays, and as business levels dictate.
- Must be able to lift to 50 lbs. with assistance.
- Must be able to physically transfer client from a wheelchair in a safe manner.

EDUCATION: High School diploma or equivalent.**EXPERIENCE:** CNA experience is a plus.**THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT**



SKILLS:

Strong leadership and organizational skills. Must possess effective verbal and written communication skills. Must demonstrate effective problem-solving skills. Must understand that serving others is an important component of this position. Must be creative, community-minded and energized by a highly diverse and collaborative environment. Knowledge of and experience in computer operations. Must have a valid driver's license in good standing. Must be able to meet Ascend Services Insurance Carriers Vehicle Insurability Standards. Must be able to stand for lengthy periods of time. Must be able to bend/squat/twist/kneel frequently.

Employee Print Name

Employee Signature

Date

Recruiting & Resources Coordinator Signature

Date

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