



HOUSING RESOURCES, INC. **JOB POSTING**

Job Title: Resident Support Staff

Description:

Residential Support Staff is responsible for providing site staffing whenever needed. caused by position vacancies, staff absences, etc. This role is designed to support individuals who have disabilities, mental health conditions in making day-to-day choices that lead to greater independence and community participation, as well as the general operations of the Rickman House. These activities are to be accomplished within the framework of established policies and procedures under the overall direction of the Program Manager.

PRINCIPAL ACCOUNTABILITIES:

1. Establish a collaborative relationship with persons served.
2. Act as agency/facility representative and primary contact person for Rickman House callers and building visitors; screen and direct calls and visitors as appropriate and according to established procedures.
3. Report to shifts, meetings and trainings as scheduled and remain fully alert at all times.
4. Monitor resident and visitor activities for compliance with program guidelines, safety measures and facility procedures, intervening when necessary. Effectively utilize security cameras to assist in monitoring all activity.
5. Provide direct service to residents, including advocacy and referral, crisis intervention, and support as needed.
6. Provide input in developing individual program plans and implement such plans.
7. Act as the primary provider of medication assistance including securing medications, monitoring the medication box, prompting residents to take their medication, and making medication-related documentation on the resident medication sheets and all other required documents and forms according to HRI procedures
8. Complete required paperwork including logging of daily events in a timely and effective manner per organization and contracted policy.
9. In the event of staff absences (i.e., paid time off, medical leaves of absence), will perform additional responsibilities as necessary to meet department and/or Agency outcomes and objectives. Execute cross-training/back-up processes to meet on-going direct client services to accomplish the Agency's mission to support housing needs.

POSITION SPECIFICATIONS/SCOPE:

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

1. High school diploma/GED required.
2. Human services experience required, in mental health and/or residential program.
3. Experience with mental health programs required
4. Experience with crisis intervention techniques preferred

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work with a wide diversity of people.
- Ability to maintain confidentiality.
- Must be adaptable to change with demonstrated experience working both independently and as a team member.
- Ability to manage conflict and act in an assertive manner.
- Must be able to coordinate the activities of other persons and groups.
- Excellent oral and written communication skills are required.
- Ability to maintain a compassionate and professional manner.
- Professional work and attendance habits are necessary to accomplish organizational goals.

Hours:

On Call Position:

Scheduled for up to 30hrs/ pay period to fill scheduling gaps based on availability and operational needs. In addition, would be called in to fill immediate unanticipated staffing needs (i.e., filling in for staff calling out sick) for same day shifts.

Compensation: \$15.00 hr. + \$1 On Call Differential
This is a non-exempt position.

To apply, scan the QR code below or submit a cover letter and resume via email to hr@housingresourceisnc.org.

