

# SHELTER OF FLINT, INC.

## Job Description

**Position:** Shelter Resident Specialist 1<sup>st</sup> or 2<sup>nd</sup> Shifts – On Call for Contract as Needed

**Position Reports To:** Emergency Shelter Manager

### Responsibilities:

#### Team Commitment:

1. Work mindfully and purposefully as a member of the emergency shelter team to create an environment of respect, inclusion, learning and productivity.
2. Abide by and uphold all policies and procedures, professional codes of conduct, and required guidelines for conduct when working with vulnerable populations.
3. Participate in individual and group scheduled supervision as way to increase competencies, work toward professional goals and contribute to the learning environment.
4. Participate in shift change meetings with incoming staff to communicate relevant information on both resident and facility issues.
5. Attend weekly case conference meetings, periodic staff training and all-agency staff meetings.
6. Participate as indicated, in all site visits and audits.

#### Resident Specific:

1. Conduct tours of the facility to new residents answering any questions and providing support.
2. Provide personal items, linens, or other items the resident(s) may need upon admission and thereafter as scheduled.
3. Distribute medications at specified times and document accurately and legibly.
4. Conduct room checks routinely throughout the shift ensuring compliance with all room requirements (hygienic habits-no food or dirty laundry) to prohibit infestations of bed bugs or mice.
5. Provide consistent structure and direction for residents during their stay.
6. Respond to physical and emotional crisis providing direction and intervention. Promptly complete all documentation on incident reports.
7. Meet with residents to address any program rule violations and administer verbal and written infractions when needed.
8. Prepare and serve lunch and dinner (Saturday and Sunday staff consistently perform this duty/M-F staff only as needed).
9. Document on each shift, a case note, in the resident's file.

#### Other Tasks:

1. Respond to phone calls providing crisis resolution, bed availability and resources as needed to the caller. Log all calls in the call log spreadsheet.
2. Process all incoming mail and ensure accurate distribution for departments, staff members and residents (typically 1<sup>st</sup> shift).
3. When indicated, prepare class or group materials on various topics and provide scheduled educational, and process group support.
4. Be present to all safety and security issues; answer the doorbell ensuring only authorized individuals enter.
5. Monitor cameras to promote safety, security and adherence to program rules.

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6. Maintain adequate supply of all hygiene and cleaning items in the designated areas.
7. Complete the resident sign-in list every night on 2<sup>nd</sup> shift each evening.
8. Document any emergent or unusual situations in the communication log.
9. Other duties as indicated by procedure, as they are needed and/or assigned.

#### **Applicant Requirements:**

- Must possess an Associate's degree in social work, psychology, or related field (Bachelor's degree preferred).
- Two years human service experience preferred.
- Excellent verbal/non-verbal/written communication skills.
- Excellent time management skills.
- Empathic listening skills.
- Accuracy in reporting and statistical tabulation.
- Work well both independently and as part of a group.
- Reasonable flexibility with scheduling (some evenings/weekends).
- Reliable transportation