



Job title	<i>Residential Support Staff - FT/PT/Relief</i>
Reports to	<i>Director of Operations</i>

Position Description:

Provides support and guidance within the shelter setting. Coordinates, monitors and supervises all families residing within the emergency shelter. Follows the monitoring procedures to insure that the environment is safe, and the needs of the individual families are met.

Roles and Responsibilities:

- Provide advocacy, emotional support, and crisis intervention to families residing within the emergency shelter.
- Respond to crisis calls and TTY calls over the crisis line by providing support, information, and referrals to other appropriate social service agencies.
- Maintain statistics on hotline calls and client services.
- Provide assistance to residents to ensure a safe communal living environment, which is to include compliance with house guidelines, policies and procedures.
- Provide support and guidance within the shelter setting to help families move toward independence.
- Respond to emergency situations that may arise, making independent decisions within policy guidelines, as necessary.
- Works closely with the management team on all matters related to clients plans, goals and objectives, safety and other issues.
- Attend staff meetings, training sessions, professional workshops and special events, as requested.
- Provide basis clerical duties (copying of forms, statistical reporting, filing, etc.)
- Lock, and unlock assigned areas; secure building at appropriate times.
- Transport clients in company vehicle as needed.
- Document all pertinent information while maintaining confidentiality within the agency guidelines.
- Clean residents rooms between occupancy and keep all common areas including hallways, offices, restrooms, and kitchen and community areas cleaned as needed.
- Conduct room inspections and refer all repairs to the Executive Director.
- Document all pertinent information while maintaining confidentiality within the agency guidelines.

- Maintain timely and accurate reports, records, statistics and documentation for all areas of responsibility as needed for grant funding.
- Maintain real time statistics on hotline calls.

Minimum Qualifications:

Qualifications include:

- Education – High school Diploma or GED equivalent and at least 1 year experience working in a social service arena, direct service with women and children and or families.
- Specialized knowledge – Sensitivity toward individuals experiencing domestic violence.
- Skills – Possess Good decision making skills, positive telephone skills, and handle complex situations well.
- Abilities – Must be able to complete and pass CPR First Aid Course.
- Other characteristics such as personal characteristics
- Requirement – Must possess a GA drivers License and driving record must comply with insurance requirements.

(Employment is contingent upon satisfactory results of background, fingerprint, drug and motor vehicle records checks)

Job Type:

Full Time, Part Time, PRN, Day, Evenings, Overnight, Weekends.

Salary

Salary based up experience.

Direct reports

None

Approved by:	<i>Kathy Suber</i>
Date approved:	<i>January 1, 2020</i>
Reviewed:	<i>January 1, 2020</i>

Mail Resumes to:

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