



PEOPLE'S EMERGENCY CENTER

Nurturing Families, Strengthening Neighborhoods, Driving Change.

Residential Support Staff

Department: Intake and Residential Services

Classification: Non-Exempt

Reports to: Manager, Department of Intake and Residential Services

JOB DESCRIPTION

Summary:

Residential Support staff members are responsible for the overall safety and well-being of residents that are housed in PEC's emergency, transitional and permanent housing units.

Essential Duties and Responsibilities:

Customer Service

- Provide customer service to residents and staff in accordance with PEC's standards, including assisting in the collection of savings, rents and preparation of receipts
- Adhere to all federal, state and local laws, as well as all policies and procedures contained in the manuals issued by PEC or as otherwise communicated (verbally or in writing) to site employees
- Effectively collaborate with other departments to keep staff informed of planned activities
- Maintain courteous communication with the residents, applicants and representatives of other companies
- Answer all incoming phone calls and handle accordingly whether prospect call, irate resident, work orders, etc.
- Receive and distribute incoming mail.
- On a continuous basis, monitor building appearance and cleanliness standards and report any deficiencies.

Safety

- Greet visitors and ensure all visitors and volunteers sign in/out upon entry/exit to PEC's emergency, transitional and permanent buildings
- Adhere to PEC's scheduled building security checks to maintain safety for residents, guest and staff
- Enforce PEC's building rules, expectations and regulations; cognizant of emergency action plan
- Intervene in crisis situations between residents and assist in de-escalating anger and tension situations
- Record all non-compliant activities on communication log and report activities to appropriate staff: Property Manager, Case Manager, etc.
- Report suspected child abuse/neglect to both PEC staff and to the appropriate local and state authorities
- Submit maintenance request for minor repair work; Report hazardous and emergency conditions to Property Manager or Maintenance Supervisor immediately
- Oversee all resident activity in common and dining areas (Gloria's Place)

Life Skills

- Supervise and monitor assigned resident chores for designated locations: kitchen, common areas and bedrooms (Gloria's Place)
- Monitor self-administration of medications (Gloria's Place)
- Promote and encourage residents to participate in programs supporting their mental, physical and spiritual recovery

Supportive Services

- Provide meal service assistance to residents during meal times (Gloria's Place)
- Distribute supplies (linens, toiletries, cleaning) to residents (Gloria's Place)
- Record all incoming calls of individuals seeking emergency housing; If vacancies do not exist at PEC, provide alternative locations

- Disburse and secure petty cash and tokens to residents and accept and secure resident savings. Record all transactions in appropriate logs. (Gloria's Place)
- Accompany DHS teenagers to the hospital in emergencies or for scheduled appointments when there is no available case manager on duty (Gloria's Place).

Other

- Maintain cleanliness of front office and all common areas
- Attend orientation and all training and/or staff development meetings
- Orient new residents to emergency/transitional housing rules, regulations and responsibilities
- Participate in monthly meetings and contribute ideas to the Residential Support Department for improving the program and improving resident satisfaction

Competencies:

- Oral and Written Communications
- Reliability
- Acceptance of Feedback
- Team Skills
- Listening Skills
- Composure
- Initiative
- Client/Customer Orientation

Required Education and Experience:

- High School Diploma or Equivalency required.
- Experience in human service organization as paid staff or volunteer

Preferred Education and Experience:

- Bachelor's degree in Human Services
- Minimum of two years experience working with at risk populations (domestic violence, behavior, drug and alcohol)

Additional Eligibility Requirements:

- Experience working successfully in teams
- Basic to intermediate computer skills (Microsoft Word and Excel, Internet and E-Mail)
- Must be able to work at a fast pace, perform duties while under pressure and meet deadlines in a timely manner.
- Sensitivity to, and experience working with urban and low-income populations.

Work Environment:

This job operates in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk, use hands and fingers to feel, handle, or operate objects or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Interested applicants should send their resume and cover letter to mlopez@pec-cares.org