

BIG BEND HOMELESS COALITION

HOPE COMMUNITY RESIDENT CARE SPECIALIST

Position Summary:

The primary roles of the Resident Care Specialist (RCS) at HOPE Community are to (1) attend to the residents' basic needs and living environment, and (2) support the Case Managers who work with the residents on their Individual Service Plans. This position requires a caring, patient, good-humored, and flexible individual with excellent interpersonal skills and the ability to deal with individuals in a crisis. RCSs work closely with Case Managers in interdisciplinary, self-directed teams to help the residents achieve their goals. As the residents' most routine staff contact, the RCS interacts with clients in a way that fosters health, mutual respect, clear communication, empowerment, and positive self-regard.

Qualifications:

- High school diploma or equivalent.
- Commitment to the mission and values of the Big Bend Homeless Coalition.
- Commitment to fostering professional working relationships with colleagues, residents and volunteers.
- First Aid and CPR certifications, including Heimlich maneuver (within 30 days of hire).
- Highly dependable and trustworthy.

Duties & Responsibilities:

- Follow a daily schedule outlining routine duties throughout the shift.
- Complete a communication log by the end of the shift.
- Interact with residents in a respectful and caring manner, assisting and supporting them, in cooperation with their case managers, to achieve their goals.
- Attend turn over meetings at the beginning and ending of each shift, contributing factual and pertinent information with regard to residents and events on campus.
- Maintain timely and professional communication with other team members by completing paperwork in accordance with program guidelines. This includes but is not limited to communication logs, incident reports, meal counts, work orders, chore lists, rosters, and curfew reports.
- Attend resident and staff meetings as scheduled.
- Assist in welcoming and orienting new residents to HOPE Community.

- Work cooperatively with the Volunteer/Donation Coordinator and Food Service Director and other team members to maintain the safety, security and appearance of the facility and smooth operation of services.
- Coordinate the physical comfort of the residents, including issuing linens, lockers, beds, toiletries and other essential supplies to our residents.
- Sort and distribute mail and messages to the residents of HOPE.
- Support and assist volunteers at HOPE Community.
- All other duties as assigned.

Supervised by: HOPE Community Director

Direct Supervisor: Resident Care Coordinator

Supervisory Responsibilities: N/A

Skills Required:

- Excellent interpersonal and customer service skills.
- Effective written and verbal communication skills.
- Computer literacy (Microsoft Word, Office, Excel and Internet).
- Cooperative and professional team member.
- Experience working with homeless and/or marginalized or underserved populations strongly preferred.

Physical/Mental Demands & Working Conditions:

- Transportation and valid Florida driver's license.
- Physically able to work in a fast paced multitasked environment.
- Must be able to lift 35 pounds, work in extreme temperatures and intercede in the event of a crisis situation.

This position description does not list all the duties and responsibilities of the position. You may be asked by supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this position description. Management has the right to revise this position description at any time.