

## Autumn West Safe Haven

<b>Title</b>	Autumn West Pool Resident Manager
<b>Position Type</b>	Part-Time; with variable hours
<b>Supervisor</b>	Autumn West Safe Haven Program Manager
<b>Application Deadline</b>	Accepting applications on an ongoing basis
<b>Compensation</b>	\$15.00/Hr.

**POSITION SUMMARY:** Under the direction of the Autumn West Safe Haven Program Manager, the Resident Manager oversees routine operations of the Safe Haven. This position provides consumer support in a 24/7 residential environment for homeless individuals experiencing mental health/co-occurring challenges.

### **Key Responsibilities:**

1. To be available on short notice or as scheduled to fulfil the Resident Manager role. Whereas schedules are made monthly by the Program Manager, this position will require an on-call availability to fill in vacate shifts as necessary.
2. Monitor the Safe Haven to help create a safe and therapeutic environment for consumers
3. Conduct rounds throughout the entire building to ensure consumers safety.
4. Responsible for general housekeeping of the Safe Haven common areas, including bathrooms, hallways, kitchen and multi-purpose room.
5. Perform general administrative functions such as noting within the communication log, answering the phone and responding to in-person inquiries in a professional manner.
6. Report any changes in consumer behaviors, functioning, and other pertinent information to the Program Manager and Care Coordinator.
7. Provides crisis intervention as needed, including determining when it is necessary to involve other staff, administration or emergency personnel.
8. Work independently and monitor security cameras and resident entry/exits.
9. Maintain written and oral communication of incidents in accordance with Safe Haven policies.
10. Demonstrate flexibility and adaptability in response to unexpected or unusual consumer demands.

### **Knowledge and Skills:**

- The ability to interact comfortably and persuasively with diverse resident, staff and volunteers.
- The ability to establish and maintain professional boundaries when working with residents.
- The ability to assess emergency situations and respond effectively.
- Effective verbal and written communication skills.
- Basic computer experience (Microsoft Office, Excel spreadsheets, etc.) is highly desirable

### **Education/Experience Requirements:**

- High school diploma or equivalent
- 2-3 years of experience working with the homeless, those with mental illness, or other special needs populations
- Physically able to perform duties including, lifting up to 25 pounds, climbing stairs prolonged standing or sitting.
- *Required:* Availability to work overnight, day and evening shifts as needed – *including 3<sup>rd</sup> shift*
- *Required:* Work at least 3 shift every month, if needed
- Preferred: Minimal other outside commitments.