



JOB DESCRIPTION

POSITION TITLE/CODE:	Housing Support Specialist
PROGRAM:	Sullivan House Emergency Shelter
REPORT TO:	Sullivan House Director
FLSA STATUS:	Non-Exempt
DATE APPROVED:	May 2017
SHIFT:	Tuesday – Saturday 12 p.m.- 8 a.m.

FUNCTION:

Sullivan House is a 44-bed emergency shelter in Arlington County, Virginia for individuals and families. The Housing Support Specialist is responsible for supporting efforts to rapidly return individuals or families experiencing homelessness to permanent housing. He/she will monitor the activities of guests to ensure adherence to program expectations and guidelines. He/she is also responsible for ensuring the safety of guests and security of the building.

EFFECT ON END RESULTS:

- Ensures guests remain focused on housing.
- Ensures safe, secure and efficient facility.
- Encourages the guests' successful entry into permanent housing.

PRINCIPLE ACTIVITIES:

HOUSING

- Incorporate housing into interactions with guests to ensure overall housing-focus.
- Monitor medication and consumption log in accordance to the medication policy of the program.
- Consult with direct supervisor regarding guests' personal needs, behavior and Individual Housing Plan.
- Prepare vacant rooms for any incoming guests.

SAFETY & FACILITY

- Assist guests in processing issues or problem-solving.
- Maintain neat, orderly and clutter-free pantry area for guest use.
- Clean main office prior to close of each shift.
- Practice de-escalation strategies during tense situations involving guests
- Ensure a safe, clean and manageable living environment for shelter guests.
- Monitors residential areas, is visible at front desk and ensures safety of building and guests.
- Ensure that building meets cleanliness and standards of Arlington County's Facilities Maintenance Team.
- Supervise program activities and other programming for guests.
- Conduct rounds with in the building a minimum of three (3) times per shift.
- Conduct periodic inspections of the facility and grounds through periodic rounds or CCTV monitoring to ensure security of facility.
- Conduct periodic fire drills and perform other safety duties as directed, including implementing emergency evacuation protocol.
- Receive, account for and secure all donations received during the shift.

ADMINISTRATIVE & DOCUMENTATION

- Receive incoming calls, route calls appropriately and document accordingly.

- Review Sullivan House documentation and replace forms as needed.
- Maintain a comprehensive and accurate written record of events that occur during shifts, as well as thorough incident reports.
- Follow appropriate critical incident protocol and accompanying documentation.
- Maintain resident sign-in/out log as well as all other logbooks and records.
- Monitor cab voucher use by guests, restricted as a last resort option.
- Answer telephone and route calls or messages to appropriate staff. Respond to in-person and telephone inquiries from the public.
- Attend staff meetings and trainings as directed.
- Perform other general duties to support the mission of the organization, as requested.

REQUIREMENTS:

The successful candidate shall possess a Bachelor Degree in Human Services or related field; or an Associate Degree and at least 1 year of community-based social services experience; or High School Diploma/GED and at least 2 years community-based social services experience or other related experience with those experiencing homelessness and/or housing instability. This position requires the ability to work independently, with limited supervision.

Requirements include the ability to interact and communicate effectively with others, both orally and in writing. Ability to use Microsoft Office Suite with proficiency. The Residential Life Counselor must be able to prepare written reports; monitor and direct program activities; and ensure the safety and security of program operations. Familiarity with Bowman, Efforts to Outcomes and/or Spero desired.

The ability to communicate in Spanish, both orally and in writing, is desired.

PHYSICAL REQUIREMENTS:

The physical requirements described below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- The ability to safely operate a motor vehicle to transport oneself, others and program supplies as necessary.
- The physical ability to travel to assigned locations, stand, stoop, bend, reach, pull, push, lift, grasp, climb, talk, see, hear and perform basic and light home maintenance activities, and operate office equipment.
- The physical ability to move and lift light objects up to 30 pounds such as mail, supplies, files, and equipment.
- The ability to operate office equipment requiring continuous or repetitive hand/arm movements.
- The ability to work in a fast-paced environment with minimal sitting.

OTHER:

- Acceptable criminal background check
- Negative drug screening
- Negative TB test or chest x-ray
- CPR/First Aid Certification must be acquired and maintained once employed

EMPLOYEE ACKNOWLEDGEMENT OF JOB DESCRIPTION: I have read the job description, understand the responsibilities, and accept the terms of employment with Bridges to Independence, Inc.

SIGNATURE: _____ **DATE:** _____