



## JOB DESCRIPTION

|                      |                                                      |
|----------------------|------------------------------------------------------|
| POSITION TITLE/CODE: | Residential Support Specialist (Shelter & Overflow ) |
| PROGRAM:             | Shelter Services                                     |
| REPORT TO:           | Shelter Manager                                      |
| FLSA STATUS:         | Non-Exempt                                           |
| DATE APPROVED:       | July 1, 2026                                         |

## SUMMARY/OBJECTIVE

Bridges to Independence is a non-profit organization that leads individuals and families out of poverty and into stable, independent futures. We offer a continuum of aid and support for all family members, helping them attain financial security and self-sufficiency. Sullivan House emergency shelter serving individuals and families in Arlington County, Virginia. The Residential Support Specialist is responsible for ensuring the safety of Program Participants and the security of the Sullivan House facility by administering and implementing program policies and guidelines.

## SUPERVISORY DUTIES

NONE

## DUTIES / RESPONSIBILITIES

- Encourages and supports program participants' successful entry into permanent housing.
- Incorporates housing into interactions with program participants.
- Consult with the direct supervisor regarding program participants' needs, behavior, and Individual Housing Plans.
- Prepare vacant rooms for incoming program participants.
- Ensure program participants have a safe, clean, and manageable living environment. Maintain a neat, orderly, and clutter-free pantry area for program participants.
- Monitor residential areas by conducting rounds within the building a minimum of (4) times per shift. Visible at the front desk and available to interact continuously with program participants.
- Conducts periodic inspections of the facility and grounds through rounds and CCTV monitoring to ensure security.
- Ensure the building meets the cleanliness and standards of Arlington County's Facilities Maintenance Team.
- Clean the main office before the close of each shift.
- Assists program participants in processing issues and problem-solving as appropriate.



- Practice de-escalation strategies involving program participants as appropriate.
- Apartment inspections
- Assisting program participants with daily living skills
- Complete daily task list
- Supervise program activities and other programming for program participants.
- Receive, account for, and secure all donations received during the shift.
- Maintain a comprehensive and accurate written record of shift events, including thorough incident reports. Also, maintain program participants' sign-in/out log and all other logbooks and records.
- Conducted brief intake sessions with new program participants, reviewed expectations and guidelines, and answered any questions.
- Receive incoming calls, route calls appropriately, and document accordingly. Respond to in-person and telephone inquiries from the public.
- Review Sullivan House documentation and replace forms as needed.
- Follow appropriate critical incident protocol and accompanying documentation.
- Attend
- Perform other general duties to support the organization's mission, as requested.
- Accompany program Participants to off-site appointments and other community-based activities as necessary
- Support Program Participant with their housing plan.
- Attend any Arlington County-sponsored racial equity, diversity, inclusion, Trauma-informed, or best practices training.

#### **REQUIRED SKILLS /ABILITIES**

- Always maintain a professional atmosphere.
- Communicate regularly with supervisors, colleagues, and stakeholders, relaying necessary/essential information.
- Attend training and professional development opportunities regularly.
- Support team building and teamwork opportunities and events.
- Perform other general duties to support the organization's mission, as requested.
- Collaborates across Bridges' employment services, Youth Development, Rapid-Rehousing Program, Bridges Service Center, and Shelter Services.



### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

The successful candidate shall possess an associate degree and at least two years of community-based social services experience or other related experience with homelessness, mental illness, substance abuse, housing instability, or lived experience. Or a High School Diploma/GED and at least 5 years of community-based social services experience or other related experience with those experiencing homelessness, mental illness, substance abuse, housing instability, or lived experience. This position requires the ability to work independently, with limited supervision. The ability to successfully pass a background check and possess a valid driver's license with a good driving record to be approved by our insurance carrier. Requirements include interacting and communicating effectively with others, both orally and in writing, and proficiency in using Microsoft Office Suite and other web-based databases. Must demonstrate an acceptance and respect for cultural diversity in all its forms, including race, ethnicity, sexual and gender identities, abilities, and religious backgrounds, and an ability to work collaboratively in an ethnically, linguistically, and culturally diverse environment.

### **TRAINING REQUIREMENTS AFTER HIRE**

|                                            |              |
|--------------------------------------------|--------------|
| Low-barrier homeless services training     | AEC Training |
| Harm Reduction Training                    |              |
| Crisis Intervention                        |              |
| De-escalation Techniques                   |              |
| CPR Training & First Aid Training          |              |
| DEI Training,                              |              |
| Unconscious bias Training                  |              |
| Housing Grant Training                     |              |
| CAS Policy Training                        |              |
| Rental Karma 1 hour                        |              |
| ALP Refresher 1.5 hour                     |              |
| Harm Reduction Training 3 hours            |              |
| PSH Eligibility information session 1 hour |              |
| FEC                                        |              |
| Equal Access Training                      |              |

### **PHYSICAL REQUIREMENTS:**

Stand or Sit: As needed  
Walk: As needed  
Use Hands/Fingers: 100%  
Climb (stairs/ladders) or Balance Ascend/descend: As needed  
Stoop, Kneel, Crouch, or Crawl: 100%  
Talk/Hear Communicate: 100%  
See: 100%  
Carry Weight, Lift/Move: As Needed



*Bridges to Independence is proud to be an EEO/ADA employer.*

***BRIDGES TO INDEPENDENCE RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE COMPANY DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT-WILL."***

**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.

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_