

SPECIAL SERVICE FOR GROUPS

JOB ANNOUNCEMENT

Title: Resident Support Specialist

Division: HOPICS

FLSA: Non-Exempt, Full time (40hr/wk.)

Supervisor: Rapid Re-Housing Program Manager

Pay Range or Rate: DOE

Revised: 1.21.21

Summary:

Under the direction of the Rapid Re-Housing Program Manager, the Resident Support Specialist (RSS) serves as the point of contact for single adults currently residing in SSG/HOPICS (STH) sites. The incumbent will provide a hybrid of intensive case management support and onsite residential support. The RSS will assist with referral and linkage to mental and behavioral health services, as well as community-based supportive services that help to maintain housing stability. The RSS will also provide conflict resolution as needed to any issues that may arise while clients are residing at the designated location.

Essential Functions:

- Must know, understand and be able to articulate the mission, vision and core values of HOPICS
- Assists clients with transitioning from homelessness to permanent housing.
- Responsible for and primary point of contact for single adults residing in any HOPICS owned Street To Home Site.
- Collaborate with CES, Rapid Re-Housing Program, Outreach Team, Housing Location and other HOPICS Staff/Teams
- Work with the Care Coordination Team (Rapid Re-Housing Team, Housing Team and Outreach Team) to ensure the matches to the residence are appropriate and site is at capacity on a regular rotating basis.
- The RSS will communicate and work collaboratively with the teams to ensure the residential roster and bed/unit inventory is accurate and be able to account for all clients daily.
- The RSS will work in conjunction with the team(s) to re-house clients that may not be appropriate for placement and coordinate transfers to other locations identified by the care coordination team.
- Prepare and submit monthly reports to the Rapid Re-Housing Program Manager.
- Provides assistance with making referrals on behalf of the clients residing at the STH Site(s) to other supportive services needed to include but not limited to: linkages to health, mental health, substance use disorder services, legal services, benefits establishment, transportation, basic needs (food, clothing, hygiene), crisis management,
- Support residents with on site Life Skills training related to Activities of Daily Living, Tenant/Landlord engagement, and other soft skill development.
- Works with the Employment Coordinator to refer clients who are able and willing to work to increase their income.
- Visit each Street To Home Site daily to ensure clients have adequate support and access to staff as needed.
- Communicate barriers to Care Coordination Team Managers and provide insight on appropriate interventions to support clients as needed.
- Assists with scheduled and unscheduled moves to STH locations.

- Track clients length of stay and communicate requests to transfer location, exit or relocate/reunite with family on behalf of client.
- Ongoing HMIS entry and documentation
- Exiting clients from HMIS as they move out of STH site in a timely manner.
- Entering notes into HMIS no later than 24 hours after client contact.
- Assist with prioritizing the needs of clients residing at site.
- Maintain appropriate boundaries; and adhere to SSG's code of Ethics, Client Confidentiality and HOPICS Core Values.
- Represent the Agency in a professional manner at meetings and community events.
- Maintain files/records on client services in compliance with HIPAA & CRF42 and other funding requirements for auditing purposes.
- Regular meeting attendance required.
- Other duties as needed/assigned.

Secondary Functions:

Assists with the Street To Home initial assessment and intake as needed. Perform other duties as assigned by the Associate Director Single Adult Housing Programs and Rapid Re-Housing Program Manager(s).

Minimum Qualifications - Knowledge, Skills and Abilities Required:

- Associates Degree in Social Services or other administrative, business or housing field is required from an accredited or state approved college or university **OR** two years' experience working in social service field; case management and homeless program experience preferred.
- If in recovery, a minimum of three (3) years of being drug and alcohol free is required.
- Working knowledge of Microsoft Office Suite and other database programs. Knowledge of community based services and resources, case management, crisis intervention and documentation.
- Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds.
- Ability to communicate effectively, both written and orally.
- Verification of Employment Eligibility and Background Clearance.
- TB test required (Not more than (3) month prior to or (7) days after Date of Hire, and renewed annually thereafter)
- CPR and First Aid Certification required within 30 days of employment with company
- Valid Driver's License, auto insurance and reliable transportation is required.
- Negative COVID test required PRIOR to first day of employment
- Bilingual candidate is a plus

Non-Essential Qualifications:

Experience using HMIS and/or CHAMP preferred

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions):

This position is responsible to work in a "client friendly" environment and is required to visit other locations and as part of their duties. Local automobile travel is required. There is some responsibility to work in a noisy environment where multiple adults are present.

Physical Requirements:

The incumbent typically spends a considerable amount of time sitting, standing, typing,

thinking, writing, walking, driving, carrying (max. 25 lbs.), listening, speaking and interacting with residents.

Mental Requirements:

This position will require the individual to be able to handle any/all of the following: constant distractions, interruptions, uncontrollable changes in priorities/work schedules: be able to process information, think and conceptualize.

COVID-19 considerations:

All staff will receive PPE as provided by HOPICS, per our safety policy. All clients and staff all are screened before entering into any HOPICS owned building.

Special Service for Groups is an Equal Opportunity/Affirmative Action Employer