



DOORWAYS

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Job Description

TITLE: Residential Program Assistant

DEPARTMENT: Residential

REPORTS TO: Residential Program Director

STATUS: Full-time/Non-Exempt

MAJOR DUTIES AND RESPONSIBILITIES:

- Regular file management and clerical duties.
- Handle referrals and oversee move-in process, including running background checks and ensuring all required documentation is completed in a timely manner.
- Record and dispatch maintenance requests.
- Assist in maintenance data management.
- Complete or audit client re-certifications, move-ins, move-outs, and interim updates.
- Record tenant payments and maintain accurate tenant ledgers.
- Generate balance/credit account/security deposit letters.
- Audit Residential files on a quarterly basis and update tenant listing every month.
- Interact professionally with clients; some may be difficult or react emotionally.
- Attend and actively engage in staff, team, client and community meetings as directed.
- Ensure that client data, chart records, assessments, applications, waitlist status, case notes and all other applicable documentation is gathered and documented in a timely manner as directed. Utilize SCOUT/Service Point/CaseWorthy/OneSite databases as the main systems of collecting and recording services rendered.
- Assist Residential Program Director as needed.

REQUIREMENTS:

- Two years of administrative/clerical experience working in a business office environment.
- Two years of college minimum; a degree is preferred.



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- Excellent attention to detail, customer service, and written communication skills.
- Ability to prioritize tasks and juggle multiple assignments at once with little supervision.
- Desire to work with clients of various socioeconomic backgrounds.
- Understanding of issues pertaining to HIV/AIDS, homelessness, mental health, substance abuse and poverty.
- Advanced computer skills and proficiency in Microsoft Office Suite.
- Must possess a team mentality and be willing to embrace change.

ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of **Residential Program Assistant** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that because of my employment, I may be exposed to the AIDS and Hepatitis B Viruses.

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself and such termination can be made without notice.

Date

Signature –Residential Program Assistant