



DOORWAYS

JOB TITLE: Comprehensive Flex Housing Resident Advocate

SCOPE: Full-Time/Non-Exempt

SUPERVISION: This position is supervised by the Comprehensive Flex Housing Program Lead and works closely with the Comprehensive Flex Housing Program Director

JOB DESCRIPTION

The Comprehensive Flex Housing Program (CFH) is a Housing First model that provides an array of emergency and transitional flexible housing options with person-centered, holistic care to help clients navigate their journey toward independence. The CFH Resident Advocate serves as part of the front line team with clients residing in the CFH 50-unit congregate site on the DOORWAYS Jefferson Campus. It is expected that the Resident Advocate assist in the promotion of DOORWAYS Maxims and ideals while on duty. The CFH Resident Advocate provides protective oversight to clients, assists clients with activities of daily living as appropriate, and ensures that CFH Housing areas are maintained in a clean, safe and sanitary manner.

MAJOR PROGRAM DUTIES AND RESPONSIBILITIES

- Answer phones, deliver messages to CFH clients.
- Monitor entry into building and ensure appropriate sign in/sign out procedures are being followed.
- Monitor security cameras as assigned.
- Make rounds through the residential area hourly.
- Assist in communicating and providing support to staff or volunteers conducting community activities or classes.
- Conduct emergency drills as directed.
- Provide support to clients as directed with activities of daily living such as laundry.
- Distribute client supplies as needed and keep supervisor informed of supply needs.
- Clean and sanitize residential areas as assigned.
- Assist in handling emergency situations as they arise.
- Complete shift notes, incident reports and Unusual Occurrence reports while on shift.



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- Actively engage clients utilizing housing first principles with a trauma-informed approach.
- Attend and actively engage in staff, team, client and community meetings as directed.
- Participate in staff trainings as directed.
- Complete other duties as assigned.

EDUCATION, KNOWLEDGE, SKILLS & ABILITIES

- A minimum high school diploma or GED
- A broad understanding of HIV/AIDS, mental disorders, substance abuse and homelessness preferred
- Must be able to deal tactfully with personnel, residents, family members, visitors.
- Experience with shelter and housing services, mental health services and substance use disorder services in the community a plus
- Must be able to work with persons with varying degrees of need, who are in crisis
- Must be able to work independently within a team environment
- Must be able to multi-task in a fast paced, high-energy work environment
- Must have excellent writing and communication skills
- This position will require certification in Mental Health First Aid and CPR (will be provided by DOORWAYS)

PHYSICAL REQUIREMENTS

The CFH Resident Advocate must be able to both move throughout each shift making rounds or cleaning and sanitizing residential areas and/or sit for large periods of time monitoring Program lobby. The position will require lifting, pulling, and/or pushing items in excess of 25 pounds. This position will require walking through the building and engaging staff and clients.

WORKING CONDITIONS

The Resident Advocate position is an awake position. Works in a climate-controlled and well-lighted environment with a smoke-free policy. Works in an office and throughout the building daily.