



JOB TITLE: Resident Advocate II
SCOPE: Full-Time/Non-Exempt/Floating Hours
SUPERVISION: Reports to CFH Program Lead

ORGANIZATION SPOTLIGHT:

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV, and homelessness by providing numerous supportive services that improve Housing, Health and Hope. As a bi-state agency with broad impact, we assist nearly 3,500 clients annually. On the heels of opening our innovative 3-acre \$40M Jefferson Ave. Campus, we are poised to expand our programming to improve service provision, while taking the organization to new heights.

WHAT WE ARE LOOKING FOR:

The ideal Resident Advocate II will have experience working in stressful situations, working with individuals with a wide range of physical and mental health disabilities, and those with possible substance use. This individual would be able to address issues in a compassionate and empathetic manner. This person will report to the CFH Program lead but will work closely with the CFH Program Director and the CFH Care Coordination Team to help us reach agency goals. The candidate must be organized, flexible, have great attention to detail, and be highly capable of meeting expectations. The successful candidate will be committed to working in accordance with the agency Maxims. This person will cover a variety of hours as projected by business needs. The successful candidate will pass a background check, drug test, and TB test.

WHAT YOU RECEIVE:

The opportunity to work in a diverse environment with staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that strives to eliminate obstacles for our clients. Benefits include highly competitive salary, health insurance, retirement savings and matching, mileage reimbursement, paid time off, and more!

MAJOR DUTIES AND RESPONSIBILITIES:

- Separate critical issues from inconsequential ones when problem-solving.
- Communicate effectively with staff throughout the Agency, be responsible for creating the Resident Advocate shift schedule.
- Support the CFH Department in day-to-day operations and Allen House client engagement
- Follow all regular Resident Advocate job duties and responsibilities.
- Conduct daily audits of the RA Checklist and make recommendations to shift partner to ensure its completion and report any missed tasks to the next shift.
- Report all incidents involving residents, staff, and/or the building to supervisor so that leadership can respond promptly.
- Document and report any departmental issues to RA Supervisor.



- Document and report all absentee call-offs. Work with supervisor to cover any call-off shifts and possibly cover if no coverage can be found.
- Work with supervisor to develop agenda for all Resident Advocate staff meetings. Meet regularly one-on-one with supervisor to discuss performance and department-related matters.
- Review Sign In/Out log weekly for errors and recommend areas of improvement.
- Assist in the orientation, training, and ongoing development of other Resident Advocates through the entirety of their employment.
- Assist in standardizing the methods in which Resident Advocate tasks will be performed.
- Maintain an excellent working relationship with other departments and staff.
- Follow established fire safety policies and procedures, and conduct fire drills.
- Report all supply needs to Resident Advocate Supervisor.
- Report all equipment malfunctions or other hazardous situations to the Administrator or supervisor as soon as possible.
- Maintain confidentiality of all resident information and maintain Resident Rights at all times.
- Assist the CFH Director as called upon to help get new units set up for occupancy and help fulfill needs of building residents.

WORKING CONDITIONS:

This role will have **floating hours** and some fixed hours which will be moved around based on business need.

- Required to work on weekends, holidays, during non-business hours, and in other positions temporarily, when necessary.
- Sits, stands, bends, lifts and moves intermittently during working hours.
- Must be able to lift, push, pull and move equipment, supplies, etc. in excess of fifty (50) pounds throughout the workday.
- Is subject to frequent interruptions.
- Is subject to hostile and emotionally upset clients/residents, guests, family members, etc.
- Communicates with different department personnel.
- May be exposed to infectious waste, diseases, conditions, etc., including exposure to the HIV/AIDS and Hepatitis B viruses.

**QUALIFICATIONS:**

- Must possess, as a minimum, a high school diploma or GED.
- Previous experience as an attendant or an employee in health care setting or social service housing setting preferred.

SPECIFIC REQUIREMENTS:

- Must be able to read, write and speak the English language well.
- Must be able to follow written and oral instructions.
- Must be able to multi-task in a fast paced, high-energy work environment.
- Must be able to work well as a team member and also be a self-starter who is able to work independently.
- Must have a positive attitude on a daily basis and work well under high pressure, short-term deadline situations.
- Ability to maintain strict confidentiality.

PHYSICAL REQUIREMENTS:

- The Resident Advocate will do a large part of his/her work at a computer and must be able to spend extended periods of time at a computer.
- This position regularly is required to lift heavy items and to push containers/carts.
- This position regularly is required to climb and descend stairs

This job description in no way states or implies that these are the only duties the Resident Advocate II will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.



ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of Resident Advocate II and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

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

DOORWAYS provides equal employment and social service opportunities to all regardless of race, color, sex, national origin, ability, military service eligibility, veteran status, marital status, disability, gender, gender identity, gender expression, sexual orientation or any other category protected by law. We strongly encourage and seek applications from women, people of color, members of the LGBTQIA+ community, as well as individuals with prior contact with the criminal justice system. DOORWAYS complies with federal and state disability laws and makes reasonable accommodations for applicants and employees with