



Homeless Services Position Description

Residential Coordinator

Interfaith Works' Homeless Services seeks Residential Coordinators (RCs) for essential staffing of its shelters for both men and women throughout Montgomery County. It is the responsibility of each RC to insure the safety, well-being, and dignity of all occupants while on duty. RCs are hired as hourly employees who are assigned to a shift-based schedule. RCs staff the facility 24-hours a day, including awake overnight shifts. RC's may work part-time to full-time hours based on individual availability and facility needs.

Residential Coordinator Duties include the following:

- Be responsible for the intake and supervision of shelter residents while on duty.
- Assist in keeping all shelter activities running smoothly including showers, laundry, daily activity reports, chores, medication monitoring, bedtime, and morning routine.
- Handle psychiatric and medical emergencies in a calm and respectful manner while enforcing the resident guidelines.
- Without dispensing medications, insure that residents take all prescribed medications at the appropriate times and sign for them.
- Work with Case Managers, the RC Supervisor and Program Manager to assist in coordinating services for shelter residents.
- Administer breathalyzer and urine screens from residents as needed.
- Keep informed of shelter updates by reading logs and emails.
- Be responsible for welcoming volunteers/donors and ensuring meals are served in a timely manner.
- Answer phone calls and inquiries while on duty.
- Meet with supervisor individually and attend staff meetings monthly.
- Attend trainings in core areas including Substance Abuse, Mental Health, Stress Management, De-escalation, First Aid, CPR, and Program Procedures.
- Be available to cover shifts of other RCs.
- Other duties as assigned.

Qualifications:

- 1-2 years of experience in direct human service.
- Experience working with the homeless population preferred.
- Understanding of signs and symptoms of mental illness, substance abuse, family dynamics and human behavior.
- Ability to work as a team.
- Excellent communication skills.
- Experience in crisis intervention desired.

Supervision:

Residential Coordinators report to the Residential Coordinator Supervisor