



Job Title: Resident Manager (Overnight) – 2 positions available
Program: HOPE House
Reports to: Program Director
Salary: \$8.75/hour this is an overnight position, 8pm-6am. Approximately 35 hours a week, plus employer paid medical and dental.

Job descriptions are intended to present a general list of tasks/duties performed by employees. Job descriptions are not intended to reflect all duties performed within the job. Nothing in this job description forms or is intended to form a contract of employment. Employment with Crossroads for Women is at will.

POSITION SUMMARY

This position will provide on-site, overnight (8pm-6am) residential management for HOPE House, a transitional housing program for homeless women with co-occurring disorders. Responsible for enforcing visitor and overnight policies. Maintain In/Out log and checking for inconsistencies. Monitor for unusual activity in and around the property and report to the Program Director or other authorities as necessary. Participate in good communication with clients while maintaining appropriate boundaries. Maintain close communication with staff regarding client's clinical or policy issues. In cases of crisis consult Program Director/Case Manager for backup and hold client meeting if relevant to process the crisis. Must not use drugs or alcohol.

REQUIREMENTS

1. Associate's degree and/or at least 2 years of experience working with underserved populations with a history of mental health, substance abuse, homelessness, and incarceration. Prefer candidate with prior experience in Harm Reduction and Trauma Informed Care.
2. Has an understanding of the dynamics of substance abuse, mental health issues, homelessness, interpersonal violence, and harm reduction.
3. Ability to work effectively in a rapidly changing, multi-task, crisis oriented environment.
4. Must understand and employ a harm reduction philosophy and work from a compassion centered harm reduction perspective.
5. This position must have a working knowledge and appreciation for gender specific and trauma informed care principles and application.
6. Ability to work independently and as part of the team to ensure that the highest quality and most relevant services are provided to clients.
7. Works within the parameters of Federal, State and Local funding and agency guidelines. Crisis management experience a plus.
8. Must be able to work with any number of other agencies and develop collaborations for service provision.
9. Conduct relationships with clients, staff, and the public in such a way as to promote mutual respect, public respect, and improvement of services.
10. Must be organized and able to complete reports and paperwork in an accurate and timely manner.
11. Must possess strong communication skills and strong problem solving ability.
12. Ability to adhere to strict standards of confidentiality.

13. Must possess a valid New Mexico driver's license, a clean driving record, and proof of insurance; able and willing to travel locally as needed.
14. Must be at least twenty-one years of age.
15. This position is subject to Criminal Background Check (post-offer)
16. Bilingual (English/Spanish) a plus.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit for long periods of time. This position requires periods of computer usage including typing and viewing a monitor. The employee frequently is required to use hands, fingers to handle and feel. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job may include close vision, distance vision, and depth perception. Speak and hear face to face. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

JOB DUTIES AND RESPONSIBILITIES

1. Under the Direction of the Program Director, this position will assist with maintaining files, upkeep of the facility including oversight of client chore duties and preparing for new or exiting clients.
2. The Resident Manager is responsible for ensuring the safety of the facility during overnight hours. This includes: responding to medical emergencies as necessary and transporting to appropriate facility; ensuring all clients have returned from activities.
3. This position will ensure the adherence to overnight policies and contacting the appropriate staff person should any infraction occur.
4. Implement sign in / out log and check for log consistency with client passes, daily schedules, work hours, and mileage logs. Report any problems or inconsistencies to Program Director/Case Manager.
5. Check that client is in with signature confirmation at curfew.
6. Monitor unusual activity on or near the property and report questionable occurrences to staff or relevant authorities.
7. Provide overnight report notes to staff each morning.
8. Serve as a liaison with people who do reports on property after staff hours.
9. Maintain excellent professional boundaries with clients regarding discussion of personal problems, client's problems, personal space, phone use, rides, and other concerns that affect the well-being of the client and/or program.
10. Refer client's clinical or policy issues to Program Director.
11. Protect client confidentiality.
12. Provide weekly community meeting with residents on site.
13. Participate in clinical team meetings as needed.
14. Contact Program Director to discuss needs and concerns when necessary.
15. Participate in Community Meeting with clients on a weekly basis.
16. In cases of crisis consult Program Director for backup and hold client meeting if relevant to process the crisis.
17. Be available to provide backup in transporting clients in emergency situations.
18. Complete drug/alcohol screenings when necessary. Contact Program Director or Case Manager if results are positive.

OTHER

1. Ensure that facility is a safe and protected environment including developing and implementing appropriate procedures for handling day-to-day and crisis related situations.
2. Contribute to the management of donations, including greeting donors, receiving the donation and ensuring that a donation receipt form is completed.

3. Contribute to the daily operations of the program as needed which includes group meal preparation and cleaning.
4. Other duties as assigned and relevant to the success of the mission of Crossroads for Women.

Crossroads for Women is an Equal Opportunity Employer. If interested please email your resume, cover letter and three professional references to: employment@crossroadsabq.org or send the same to Crossroads for Women, Attn: Employment, 805 Tijeras NW Albuquerque, NM 87102.