

BIG BEND HOMELESS COALITION

HOPE COMMUNITY RESIDENT CARE SPECIALIST

POSITION SUMMARY: The Big Bend Homeless Coalition (BBHC) is a nonprofit organization dedicated to empowering people to end homelessness; HOPE Community is BBHC's residential program for those who are transitioning out of homelessness. The primary roles of the Resident Care Specialist (RCS) at HOPE Community are to attend to the residents' basic needs and living environment and to support the Case Managers who work with the residents on their Individual Service Plans.

QUALIFICATIONS:

- High school diploma or equivalent.
- Commitment to the mission and values of the Big Bend Homeless Coalition.
- Commitment to fostering professional working relationships with colleagues, residents and volunteers.
- First Aid and CPR certifications, including Heimlich maneuver (within 30 days of hire).
- Highly dependable and trustworthy.
- Must provide background check prior to hire.

DUTIES & RESPONSIBILITIES:

- Encourage residents to be proactive in meeting their social, psychological and physical needs.
- Interact with residents in a respectful and caring manner, assisting and supporting them, in cooperation with their case managers, to achieve their goals.
- Educate residents about obtaining the services provided by HOPE and community agencies.
- Meet regularly with supervisor, and with other HOPE team members as needed, to promote empowerment and accountability of the residents to their Individual Service Plans and the HOPE handbook.
- Maintain timely and professional communication with other team members by completing paperwork in accordance with program guidelines.
- Transport residents and/or perform agency-related errands upon request by Case Manager or HOPE Community Director.
- Coordinate the physical comfort of the residents, including issuing linens, lockers, beds, toiletries and other essential supplies to our residents.

SKILLS REQUIRED:

- Excellent interpersonal and customer service skills.
- Effective written and verbal communication skills.
- Computer literacy (Microsoft Word, Office, Excel and Internet).
- Cooperative and professional team member.
- Experience working with homeless and/or marginalized or underserved populations strongly preferred.

Shifts available: Sat & Sun, 3p-11p (two shifts; one working primarily in our men's dorm, one in our women's dorm) and Mon-Fri, 2:30p-11p (one shift; working primarily with in our family dorm).

The Resident Care Specialist position pays \$9.25 to \$10.25, depending on qualifications.

To apply, please send resume and cover letter via mail or email to:

Mail: Search Committee
Big Bend Homeless Coalition
2729 W. Pensacola St.
Tallahassee, FL 32304

Email:
bbhcsearchcommittee@gmail.com

On the envelope or in the subject line of your email, indicate the title of the position for which you are applying.