

## JOB ANNOUNCEMENT

**(Please see end of document for application information)**

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| <b>POSITION:</b>     | Residential Counselor (Program Specialist IV)   |
| <b>DEPARTMENT:</b>   | Community Services  |
| <b>REPORTS TO:</b>   | Program Coordinator III   |
| <b>SALARY GRADE:</b> | 4 (\$14.13 to \$17.66 per hour*)<br>*Candidate offers consider experience, qualifications and internal equity   |
| <b>FLSA STATUS:</b>  | Non-Exempt  |
| <b>SCHEDULE:</b>     | Days, Evenings, Weekends, Full & Part Time shifts available   |
| <b>LOCATION:</b>     | Cornwall Ave.   |
| <b>BENEFITS:</b>     | The Opportunity Council provides a strong benefits package that includes paid vacation annually, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long-term disability insurance, along with a culture that supports staff and their families. |

### Job Summary

Provides basic day-to-day support to tenants and building operations in residential programs. Responsible for assisting tenants living in supportive housing projects with their daily needs, with special emphasis on challenges related to severe and persistent mental illness and substance use disorders. Responsible for daily crisis management, tenant relationship management, and effective and safe daily building operations. Works closely with tenants, program staff and other community providers to support tenants as they transition from homelessness to safe, secure, long-term housing.

### Essential Functions / Responsibilities

1. Interacts with residents in the general lobby and common areas, maintaining a positive and supportive environment.
2. Operates all functions in residential lobby, including checking visitors in and out, answering telephones and monitoring security systems.
3. Assists in the initiation, facilitation and promotion of on-site activities, outings and community meetings.
4. Maintains safety and security by monitoring all general access areas and enforcing project rules.
5. Intervenes in crises, respond to emergencies, and initiate action as required, including contact with emergency response systems.
6. Assists case management staff in engaging residents through creative, resourceful strategies that build trust and confidence.
7. Works cooperatively with case managers and other program and partner staff and assist staff in the coordination of services to residents.
8. Processes and maintains required paperwork and documentation, including daily residential activity logs.
9. Assists with other property management functions as assigned.

### Other Responsibilities

1. Attends staff meetings and trainings as required.
2. Completes special projects and other related duties as assigned.

### Education/Experience Preferred:

1. Some experience in human services, preferably experience with the issues of homelessness, mental illness and chemical dependency preferred.

### Skills and Abilities Required:

1. Decision-making skills and ability to creatively problem solve using sound judgment.
2. Demonstrated ability to effectively and respectfully provide confidential services to diverse, low-income populations, including individuals and families in crisis situations.
3. Time management skills including the ability to work independently and prioritize with frequent

interruptions.

4. Record keeping skills ensuring the maintenance of up-to-date, accurate, and accurate notes and client files.
5. Experience coordinating with other professionals and social service agencies.
6. Spanish/English bi-lingual skills preferred.

### **Working Conditions**

Work is generally performed in a fast-paced office environment with frequent interruptions and often crisis situations. Majority of the work centers in direct services and procedures that require a high degree of confidentiality, tactfulness, and respect for clients from diverse economic and cultural backgrounds.

### **JOB PURPOSE:**

Facilitates access to programs and services

### **ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

- Provides direct services
- Builds and maintains relationships with clients and/or community partners
- Maintains client files and program/service records
- Performs data entry and tracking
- Responds to emergent issues with clients and/or community partners
- May assess needs based on program requirements

### **OTHER RESPONSIBILITIES:**

- Other related duties as assigned

### **EDUCATION/EXPERIENCE REQUIREMENTS:**

- Minimum High School Diploma or GED
- Two-year degree preferred
- One year of experience

### **SKILLS AND ABILITIES REQUIRED:**

#### **Competencies:**

- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective.
- Organizing and planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.
- Sensitivity: values and respects the concerns and feelings of others: behaviors communicate empathy toward others, respect for the individual, and appreciation of diversity among team members.
- Active listening: gives full attention to speakers, giving verbal and nonverbal cues to demonstrate interest and understanding.
- Organization knowledge: understands the workings of the organization, the formal and informal policies and structures that govern operations, and knows the essential technologies at the heart of the business.
- Change agility: Embraces needed change and modifies behavior when appropriate to achieve organizational objectives; effective in the face of ambiguity.

#### **Skills:**

- Solve practical problems
- Exchange basic information or data
- Interview to gather information

- Advise others on alternatives, options
- Maintain composure under pressure
- Coaches and counsels
- Compose routine correspondence
- Occasionally performs arithmetic calculations

**Equipment:**

- Computer/laptop/printer
- Fax/scanner/copier
- Software programs, including databases
- Telephone

**PHYSICAL and SENSORY QUALIFICATIONS:**

R = rarely      O = occasionally

F = frequently

| <b>Physical Activity</b>                    | <b>F</b> | <b>O</b> | <b>R</b> |
|---|----------|----------|----------|
| Sitting                                     |          |          |          |
| Stationary standing                         |          |          |          |
| Walking                                     |          |          |          |
| Crouching (bend at knee)                    |          |          |          |
| Kneeling/crawling                           |          |          |          |
| Bend at waist                               |          |          |          |
| Twisting (knees/waist/neck)                 |          |          |          |
| Climbing                                    |          |          |          |
| Grasping                                    |          |          |          |
| Driving a car                               |          |          |          |
| Repetitive motions<br>(keyboard/data entry) |          |          |          |
| Lifting/Carrying: <b>30 pounds</b>          |          |          |          |
| <b>Sensory Activities</b>                   | <b>F</b> | <b>O</b> | <b>R</b> |
| Talking (in person/on phone)                |          |          |          |
| Hearing (in person/on phone)                |          |          |          |
| Vision for close work                       |          |          |          |

**TO APPLY:**

Application and application instructions may be found at: [www.opcco.org/employment](http://www.opcco.org/employment). Paper copies of the applications may be picked up at: Opportunity Council, 1419 Cornwall Ave., Bellingham, WA 98225

**Position Open Until Filled (*Applications will be reviewed weekly*)**

**Opportunity Council is a private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE**