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## RESIDENTIAL ENGAGEMENT SPECIALIST

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**Summary of Position:** Under the immediate supervision of the Program Manager or designee, the Residential Engagement Specialist is responsible for monitoring the daily operations in the Safe Haven Program for Veterans that have experienced chronic homelessness. This would include monitoring and intervening in participant daily activities and behaviors, providing basic security of the building to ensure safety, and basic interventions to support the opportunity for participants to achieve successful completion of the program. **The hours of work are from 3 pm to 11 pm, with an open availability throughout the week and the flexibility to work longer hours as needed.**

**Position Type:** This position is non-exempt and reports to the Program Manager or designee.

**Essential Functions:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The functions listed below are representative of the knowledge, skills and/or ability required for the position. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions of this position.

- Support operational control and program services to ensure the safety and security of the residents, facility, and staff.
- Complete and maintain required daily documentation regarding participant conduct/needs/observations, and Unusual Incident Reports prior to shift end.
- Aid in preventing contraband being brought into the facility through general observation, following engagement strategies with residents, and room searches.
- Monitor food service, dishwashing and kitchen clean up to assure adherence to all established food safety and sanitation procedures.
- Prepare and offer meals and make available per schedule or as needed for participants in the program.
- Monitor facility cleanliness and report issues or concerns in program log.
- Monitor/assure participants sign in and out each time leave and return to the facility.
- Monitor inventories and usage of supplies for participants and inform Program Director of purchase needs.
- Monitor participant's compliance with established rules.
- Supervise location of residents using established location tracking form.
- Administer, document and count participant medications each shift. Inform Program Director of any issues with medication counts.
- Monitor entrances to facility, video camera system, and answer phones.
- Maintain appropriate professional boundaries and confidentiality.
- Communicate to Program Director any identified issues regarding the safety and security of the building or of the residents.
- Represent the interests of the agency, the program, and the program participants in all activities by upholding VOA-IL mission and values.

**Other Duties:** As assigned by the Program Manager or designee.

**Work Environment:** Generally, this position operates in a professional office environment;

however, this position may require travel in and around the community by utilizing a personal vehicle or other methods of transportation.

**Physical Demands:** Physical demands are part of the essential functions of this position. A significant amount of physical activity is required on a daily basis due to the need to move about the office. This position requires frequent communication with clients, employees, and others. The individual must be able to remain in a stationary position at times during the workday, operate a computer and other office productivity machinery.

**Qualifications:**

- Preference is given to qualified applicants who are veterans
- Have experience in a residential setting is preferred or has worked with veterans.
- Have flexibility to work, day, evening and overnight shifts, including weekends and holidays.
- Must have a general understanding of computer usage, emails, and completion of needed computer based reporting requirements per policies and procedures.
- Be able to pay strong attention to details and an ability to communicate both in writing and verbally is necessary.
- Possess a stable temperament when performing all duties. Position requires ability to develop professional relationships with program participants and demonstrate problem solving techniques.

**Education and Experience:**

This position requires a minimum of a High School diploma or equivalent with some experience in Social Services.

**Other Duties:** As assigned by the supervisor.

**Work Environment:** Generally, this position operates in a professional office environment; however, this position requires frequent travel in and around the community by utilizing a personal vehicle or other methods of transportation. The hours of work are generally Monday through Friday, 9:00 AM to 5:00 PM.

**Physical Demands:** Physical demands are a part of the essential functions of this position especially as it relates to the capacity to move freely around the community in a vehicle, transport clients, etc. Reasonable accommodations for the physical demands of the essential functions of the position can be considered and made when possible in response to a specific request.

**Qualifications:**

- Possess strong leadership skills, work effectively with diverse populations and manage sometimes unpredictable crisis situations.
- Must be highly organized and detail-oriented, proficient in basic data entry and Microsoft Office
- Possess excellent written and verbal communication skills
- Have a passion for working with Veterans who have experienced chronic homelessness
- Requires a person with flexibility to work day and evening hours, including possible weekends and holidays as needed, and be available on call 24 hours per day, 7 days per week
- Preference is given to qualified applicants who are Veterans.

**VOA Illinois understands that it takes diversity of thought, culture, background and perspective to create a truly impactful organization and strongly encourages women, people of color, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, foreign-born residents and veterans to apply. Candidates interested in working with VOA Illinois should feel motivated to apply even if they do not match every requirement, as we understand the value of transferrable skills and passion for service.**

**VOA Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, gender identity or expression, age, sexual orientation, national origin, disability, veteran status or any other characteristic protected by state, federal or local law. Reasonable accommodations provided to qualified applicants and employees with disabilities upon request.**

**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_