

LHM Social Services Foundation

Job Title: Transitional Housing Resource Staff **Reports To:** TH Resource Staff Supervisor
FLSA Status: Full-time/Part-time/PRN
Non-exempt

Position Summary: Transitional Housing Resource Staff serve as the welcoming face, as well as the eyes and ears, of the Horizons transitional housing program in the evening, overnight, and weekend hours. Generally, Resource Staff are stationed at the front desk of the Horizons transitional housing facility, admitting (via camera and buzzer) and greeting program participants and other residents, answering the telephone, performing light office work, and monitoring building safety and security through cameras accessible at the front desk. Resource staff have 24-hour access to a LHM Foundation manager-on-call.

Supervision Responsibilities: Resource staff do not have staff supervision responsibilities. They may supervise volunteers serving in a reception role during the Resource Staff's shift.

Essential Job Functions and Responsibilities:

- Serve in a reception role, welcoming program participants, other residents, employees and other authorized visitors.
- Using installed security equipment, identify those seeking entrance to the building and, when appropriate, buzz them in.
- Ensure program participants, other residents, employees and other visitors sign in/out at the front desk.
- Using installed cameras accessible at the front desk, monitor building and grounds.
- Resource Staff are not responsible for holding program participants and other residents accountable for policy violations, but must report such violations to Case Managers, the Program Director and other management staff, as directed.
- Provide end-of-shift reports to incoming staff.
- Exercise excellent judgment in responding to stressful situations and/or emergencies, including contacting the manager-on-call or 9-1-1, as appropriate.
- Demonstrate the LHM Foundation mission and core values in all professional interactions, establishing internal and external relationships of mutual trust and respect.
- Uphold and model high standards of moral and ethical conduct.
- Ensure appropriate program data management and recordkeeping.
- Safeguard the confidentiality of program participant and other resident information, personnel matters and business information.
- Other duties as assigned from time to time.

Required Skills and Qualifications:

- Three years' experience in a customer service or other role with direct customer/client/patient interaction required.
- Experience working or volunteering in an environment serving those experiencing high-stress life situations (e.g., poverty, homelessness, domestic violence, addiction, mental health challenges, etc.) preferred.
- Passion for advocating for and supporting low-income populations.
- Ability to maintain healthy and appropriate relational boundaries with program participants and other residents.
- Experience working, volunteering or living with or within a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- Availability to work a flexible schedule including evenings, overnights, weekends, and, when necessary, holidays.
- Excellent oral communication skills.
- Excellent problem-solving skills, and ability to deal calmly with and deescalate crisis and confrontational situations.
- Strong ethical standards and a high level of integrity.
- Proficient skill in Microsoft Office Suite products.
- Ability to develop and maintain effective working relationships at all levels of the organization.
- Demonstrated commitment to valuing diversity and contributing to an inclusive working and client service environment.
- Value open communication as essential for creating and maintaining a positive work environment.

The position is an in-office position. It requires substantial written and oral communication, as well as use of a computer and telephone. Frequent sitting, standing, walking to perform the essential elements of the job. Occasional lifting and/or carrying objects up to 25 lbs. Must pass all criminal history and other background checks as required by LHM Foundation. LHM Foundation reserves the right to modify this position description as needed to meet the needs of the organization.