



Opening doors to
housing and recovery.

Job Description – Resident Aide

Reports To: Clinical Manager

This position works closely with youth aged 18 – 24 living in crisis transitional housing with a LGBTQ+ affirming culture. The Resident Aide is responsible for the general running of the property after hours and over the weekend. Duties include new resident orientation, reporting resident compliance issues to the assigned Case Manager, ensuring resident safety, and ensuring all maintenance needs are addressed.

Duties and Responsibilities:

- 1 Assist in duties relevant to the following OPCS/SAAF program.
- 2 Provides food and assorted supplies to all residents as needed.
- 3 Distributes mail to residents.
- 4 Communication with program staff on a daily basis to report general observation of residents' wellbeing to include any compliance issues.
- 5 Complete incident reports before the end of each shift for any incident occurring on property.
- 6 Ensure resident safety by contacting the appropriate authorities when an emergency arises.
- 7 Maintains client records and information in a confidential manner and in compliance with HUD and HIPPA standards.
- 8 Facilitate a bi-weekly double scrub of the properties according to the OPCS Housing Quality Standards policy.
- 9 Receive new clients and complete new client orientations as needed.
- 10 Be observant of and report property general maintenance needs by submitting an OPCS maintenance request.
- 11 Complete daily wellness checks.
- 12 Provide First Aid/CPR, if needed.
- 13 Cleaning of units as they are vacated prior to being occupied by a new resident according to Form 310.D OPCS Cleaning Instructions.
- 14 Help clients with life skills as needed.
- 15 Attend all mandatory trainings.
- 16 Complete other duties and activities as directed.

Qualifications:

1. High school diploma/GED or one year of related experience and/or training.
2. Must have ability to obtain and maintain First Aid/CPR certification.
3. Ability to adhere to all HIPAA guidelines and maintain client confidentiality at all times.
4. Ability to work patiently with residents and staff and be motivated to help people in challenging situations.
5. Ability to learn and use evidenced based practices such as Motivational Interviewing and familiarity with Housing First and Harm Reduction principles.
6. Strong communication and interpersonal skills.
7. Proficiency with Microsoft Office programs along with a working knowledge of computers.
8. Ability to work flexible hours.
9. Experience working in racially, ethnically, and socio-economically diverse urban communities
10. Experience working with LGBTQ+ population a plus.