



Job Title: **Residential Support Staff**

Employment Classification: Hourly Pay starting at (\$16/hr);

Non-exempt; Full-time or Part-time

Reports To: Residential Support Manager and Program Director

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**DESCRIPTION**

City of Refuge Emergency Housing Program offers services for individuals experiencing homelessness, women that have been victimized by sexual exploitation and trafficking or abuse. The Residential Support Staff performs daily tasks in the home, provides direct client support during scheduled shifts, and maintains the standards and expectations of a safe, comfortable, and welcoming home environment.

The Residential Support Staff duties include daily cleaning tasks as assigned during shift, chore assistance and check, curfew check, medicine distribution, setting alarm, attending to emergency situations as necessary, and communicating relevant information through shift log.

**ESSENTIAL DUTIES:**

- Attend monthly Residential Support Staff meetings
- Responsible for completion of daily tasks as assigned during your shift and by the Residential Support Manager including sweeping, mopping, house laundry, and maintaining a “visit ready” standard in the home
- Partner with residents in chores and upkeep of home
- Report any cleaning supply needs, household items, repairs, or other home concerns in a timely manner to the Residential Support Manager
- Assist in meal preparation, meal time, and cleanup in accordance with menu and schedule
- Clean and prepare room for new residents with welcome basket and other items as instructed
- Cultivating a welcoming, safe, and comfortable home environment

**REQUIREMENTS**

- Regular attendance and punctuality
- Reliable vehicle
- Valid CA driver’s license and active car insurance
- Attend/Watch all trainings provided by City of Refuge Sacramento
- Complete Live Scan

### **SKILLS NEEDED**

- Conflict resolution skills
- General understanding of the barriers facing the young women
- Facilitation and leadership skills for mentoring
- Professional business etiquette
- Life skills to train women how to become self-sufficient
- Training on how to handle/support trauma victims
- Excellent communication skills

### **ABILITIES**

- Maintain a positive attitude
- Nurture and operate in a drama-free environment
- Facilitate conflict resolution with words
- Understand when it is appropriate to call 911 for the safety of all
- Learn, interpret, and apply policies and procedures
- Maintain strict confidentiality of information
- Effectively and tactfully communicate in both oral and written forms

### **TRAINING AND EXPERIENCE**

- Trauma training (Provided by COR)
- Bilingual skills English/Spanish is helpful
- CPR/First Aid and Food Handlers training (can be obtained during employment)