



Position Title: Supportive Residential Staff (Per Diem)
Department: Human Services Department
Supervisor: Safe Haven/Low Demand Program Manager
Exemption: Non-Exempt
Updated: August, 2020

Job Summary:

Work within a 14 to 20 bed, 24/7, low threshold, Transitional Housing program for Veterans experiencing homelessness, diagnosed with mental health and/or substance use disorders, who may not be ready to engage in behavioral health treatment. Work closely with Safe Haven and/or Low Demand team, other NECHV programming and VA Program Coordinator to ensure the highest quality of service provision to meet Veterans needs and goals. Per diem shifts may vary in length up to 10 hour shifts, time of day including overnights, on weekdays and weekends.

Responsibilities:

- In collaboration with other program staff and VA Coordinator, work within the low threshold model of service and care, in a 14 to 20 bed, 24/7 Transitional Housing program for Veterans diagnosed with mental health and/or substance use disorders.
- Work to maintain safety within the Program, manage crisis situations and intervene with residents when needed and alerted. Work collaboratively with Operation Staff. Respond and follow up with event reports.
- Work with Harm Reduction, Motivational Interviewing, Trauma Informed and Person Centered models of care with all program participants
- Assist with helping all participants as needed as issues arise during the shift.
- Facilitate activities, as needed.
- Communicate and document relevant information about the shift.
- Ensure all data collection and documentation deadlines are adhered to.
- Work collaboratively with other NECHV programs, departments, and the Veterans Administration, maintaining positive relationships.
- Must abide by the professional guidelines set by the Human Services Department.
- Perform other duties as needed and as assigned.

Qualifications:

- High School Diploma required; Bachelor's Degree preferred.
- One + year of experience with residential services, working with substance abuse, mental illness, and with a diverse population.
- Veteran status a plus.
- LADC or CADC preferred.
- Must be able to understand and work within the low threshold/Harm Reduction model.
- Must have knowledge, skills and experience in crisis intervention and de-escalation of potential situations.
- Must have strong communication and interpersonal skills.
- Must be able to maintain personal and professional boundaries with colleagues and participants.



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Essential Functions of the Job:

- Must be able to work within the low threshold model of care and maintain a positive working relationships with Safe Haven, Low Demand and other Center staff, VA staff, and other community agencies such as Emergency Services and Police Dept.
- Strong written and oral communication skills.
- Ability to work respectfully with a challenging and diverse population.
- Must be able to remain awake and alert for all shifts.