

Serve City

Residential Support Technician

Job Description

Title: Residential Support Technician

Department(s): Chosen

Reports to: Residential Director



The role of the Residential Support Technician at Serve City is to work closely with our residents (“Neighbors”) to provide a safe, healthy and supportive environment for them to thrive. The role of the Residential Support Technician includes but is not limited to the following:

Job summary

- Giving direction to residents in a way that helps them stay in compliance with the Agency rules and make the most of their time at Serve City to accomplish their goals and treatment plans.
- Supervising chores, tasks, announcements and daily duties of the residents.
- Assist with supervising mealtimes and any preparation of premade meals on days where community meals are not provided.
- Assist new individuals with the intake process by providing a safe and welcoming environment when they arrive for shelter.
- Assist with scheduling, documentation, and reminders of appointments for residents.
- Perform safety and compliance walk throughs of the facility to ensure resident well being and support.
- Provide assistance, if needed, with individual and facility laundry.
- Ensure our residents have access to their medications on time and correctly. Provide other medications as trained.
- Deescalating anxiety and stress and creating an atmosphere of peace, support and encouragement.
- Fully and properly completing all paperwork required for compliance and proper support.
- Spending any “down-time” working on making the work place more organized, efficient and clean.
- Complete daily sanitation and cleaning duties, as required.
- Participate in our team evaluation and discharge processes when it comes to non-compliant resident behavior.
- Administer drug tests, temperature checks, and health screenings as needed.
- Communicate with fellow team members for a smooth and consistent transition of shift leadership.
- Attend all required meetings, trainings and events pertaining to the role as the Residential Support Technician.
- Work with outside agencies and individuals who donate and volunteers as needed.
- Report any critical situations to the Residential Director.

Accountabilities

- Dependability - This includes being at work on time for each shift and staying until shift is finished. Being alcohol and drug free is a requirement for this job.
- Problem Solving – The ability to see a problem or a system that is not functioning at maximum effectiveness and develop a solution that works while maintaining fiscal accountability.
- Partnership/Relationship Management – The ability to build long-term, mutually beneficial relationships with residents, partner organizations and service providers.
- Show good judgment in all situations - This includes your interactions with all listed below.
- A positive representation of Serve City and all Serve City ministries

Principal Interactions

- Residential Director – Direct Report
- Executive Director
- Employees
- Neighbors
- Regulatory Agencies
- Partner Agencies
- Police
- Parole Officers
- Court Contacts

Knowledge/Educational Requirements

- High School Diploma or equivalent preferred
- Excellent organizational skills
- Good relational skills

Authority Level

- Technician
- Non-Exempt staff
- Reports to Residential Director

To Apply for this position: email your resume and cover letter to the Executive Director, David Hood – <mailto:heathers@serve-city.org>

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Blessings,

Dave

David D. Hood
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