



**DESC**  
*opening doors to end homelessness*

## **Job Description**

OPEN: January 15, 2010  
**Job Title:** Residential Counselor – Evans House  
Pay: \$10.97 – \$12.65 per hour DOQ  
Supervisor: Project Manager, Evans House  
Union: This position is represented by SEIU1199  
Hours: Full-time (37.5 hrs/week), non-exempt, hourly, night shift, Thursday-Friday days off

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### **JOB DEFINITION:**

In conjunction with the Evans House Project Manager and Case Managers, Residential Counselors are responsible for the provision of basic services to residents and performance of day-to-day building operation functions at the Evans House.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

- Interact with residents in the general milieu of Evans House common areas.
- Assist Case Managers in the coordination of services to residents; contact residents' outside service providers as necessary.
- Assist Case Managers in engaging residents through creative, resourceful strategies that build trust and confidence.
- Assist Case Managers in the initiation, facilitation and promotion of on-site activities, therapeutic support groups, outings and community meetings.
- Manage all building operations in the absence of Project Manager and Case Managers as assigned.
- Operate all functions in lobby office, including checking visitors in and out, answering telephones and monitoring security systems.
- Maintain safety and security by monitoring all general access areas and enforcing project rules.
- Intervene in crises; respond to emergencies and initiate action as required, including contact with emergency response systems.
- Write significant events involving residents and building operations activities in a daily logbook; read logbook daily.
- Assist with room turnovers, new resident leasing and orientation; rent collection and facilities inspections.
- Respond to resident complaints.
- Work cooperatively with clinical and maintenance staff sited at the Evans House and with visiting providers; refer residents to Case Managers and other staff as necessary.
- Initiate appropriate response to maintenance requests.
- Participate in staff meetings and trainings.
- Assist with other property management functions as assigned.
- Preparation of serving and cleaning up meals.
- Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

- At least one year experience in human services, preferably working with homeless adults, the economically disadvantaged, mentally ill or chemically dependent.
- BA degree in social or behavioral science preferred.
- Residential property management experience desirable.
- Basic understanding of homelessness and various characteristics of homeless adult population; experience with the issues of mental illness and chemical dependency preferred.

- Ability to communicate and work effectively with staff from various backgrounds.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behaviors.
- Subscription to philosophy of cooperation and continuity across programs and of consideration and respect for clients.
- Prefer good driving record with ability to drive 12-passenger van.

#### **APPLICATION PROCEDURE**

**Submit a cover letter and resume to: DESC-RC, ATTN: Human Resources, 515 3rd Avenue, Seattle, WA 98104, fax to (206) 515-1501, or email to [hr@desc.org](mailto:hr@desc.org).**

Please note that cover letters and resumes attached to an email as separate documents will not be accepted unless they are in a .doc (readable by MS Word 2000 or earlier) or .pdf format.

The following document formats are unacceptable and will not be reviewed: .docx, .wps, .jpeg.

The Downtown Emergency Service Center is committed to diversity in the workplace, and promotes equal employment opportunities for all staff members and applicants. The Agency will not discriminate against any employee or applicant for employment on the basis of race, creed, color, sex, sexual orientation, age, national origin, marital status, or the presence of any sensory, mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women and minorities are encouraged to apply.