



Job Description

OPEN: January 29, 2010

**Job Title: Residential Counselor – Flex
Kerner-Scott House & Union Hotel**

Pay: \$10.97 - \$12.65 per hour DOQ

Supervisor: Shift Supervisor

Union: This position is represented by SEIU1199

Hours: Full-time (37.5 hrs/week), non-exempt, hourly

JOB DEFINITION:

In conjunction with the Kerner-Scott House (KSH) Project Manager, Union Project Manager and Clinical Staff, the Flex Residential Counselor is responsible for the provision of basic services to residents and performance of day-to-day building operation functions at both KSH and the Union Hotel. This position will require driving the agency van, so a current driver's license and insurable driving record are required.

MAJOR DUTIES AND RESPONSIBILITIES:

- Interact with residents in the general milieu of each building's common spaces.
- Assist Clinical Staff in the coordination of services to residents; contact residents' outside service providers as necessary.
- Assist Clinical Staff in the initiation, facilitation, and promotion of activities, support groups, and community meetings.
- Manage building operations in absence of Project Manager.
- Operate all functions in lobby office, to include checking visitors in and out, answering telephones and monitoring security systems.
- Maintain safety and security by monitoring all general access areas and enforcing building rules.
- Respond to emergencies and initiate action as required, including contact with emergency-response systems as necessary.
- Record significant events involving residents and building operations activities in a computer log; read logs daily.
- Assist with room turnovers, new resident leasing and orientation, rent collection, and facilities inspections.
- Respond to tenant complaints.
- Work cooperatively with clinical and maintenance staff sited at KSH and the Union, and with visiting staff; refer residents to Clinical Staff and Project Manager as necessary.
- Initiate appropriate response to maintenance requests.
- Assist in the review of applications for residency.
- Participate in staff meetings and trainings.
- 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.
- Current Washington State Driver's License; ability to drive agency van to transport women who use shelter to and from downtown referral center.
- BA degree in social or behavioral sciences preferred.
- Residential property management experience desirable.



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- Basic understanding of homelessness and various characteristics of homeless adult populations; experience with mental illness and/or chemical dependency preferred.
- Ability to communicate and work effectively with individuals from diverse backgrounds.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behavior.
- Commitment to the philosophy of cooperation and continuity across programs and of consideration and respect for clients.

SCHEDULE:

(swing shift is 4pm-12:30am):
Saturday swing shift @ KSH
Sunday swing shift @ Union
Monday swing shift @ Union
Tuesday 10am-6:30pm @ KSH
Wednesday 8am-4:30pm @ KSH
Thursday/Friday days off

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.

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.