



Job Description

OPEN: December 7, 2009

Job Title: Residential Counselor - KSH

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
Night Shift

JOB DEFINITION

In conjunction with the Kerner-Scott House Project Manager and Clinical Service Coordinators, Residential Counselors are responsible for crisis management, milieu therapy, and effective and safe daily building operation.

MAJOR DUTIES AND RESPONSIBILITIES:

- Interact with residents in the general milieu of Kerner-Scott House common areas.
- Assist Clinical Service Coordinators in the coordination of services to residents; contact residents' outside service providers as necessary.
- Assist Clinical Service Coordinators in outreach and engagement of service-resistant residents through creative, resourceful strategies that build trust and confidence.
- Assist Clinical Service Coordinators 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 Clinical Service Coordinators.
- 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 building rules.
- Respond to emergencies and initiate action as required, including contact with emergency response systems.
- 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 resident complaints.
- Initiate appropriate response to maintenance requests.
- Participate in staff meetings and trainings.
- Assist with other property management functions as assigned.
- Drive a van, transporting women who use shelter to and from downtown referral center.
- 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.
- Washington State Driver's License and ability to drive agency van.
- Understanding of homeless women's Issues.
- Residential property management experience desirable.



Job Description

OPEN: November 4, 2009

Job Title: Residential Counselor - KSH

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Supervisor: Shift Supervisor

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Night Shift

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- 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 people from various backgrounds.
 - Commitment to the philosophy of cooperation and continuity across programs and of consideration and respect for clients.

APPLICATION PROCEDURE

Submit a cover letter and resume to: DESC-KSH, ATTN: Human Resources, 515 3rd Avenue, Seattle, WA 98104, fax to (206) 515-1501, or email (in a format readable by MS Word 2000 - not a ".docx" file name) to hr@desc.org.

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.