

Harbor Interfaith Services, Inc.
Resident Aide – Job Description
Interim Housing

Harbor Interfaith Services (HIS) is a non-profit organization with revenue of over \$13 million. Our funding is derived from the local, state and federal governments, as well as from individuals, foundations, faith communities, tuition, fees, fundraisers, etc. We provide food, shelter, transitional housing, childcare, and support services to the homeless and working poor in the LA County Service Planning Area (SPA) 8.

Harbor Interfaith Services is looking to add a **full-time Resident Aide** to our team. We are recruiting people who are top performers with a fierce passion for serving the community.

This position is full-time.

Key responsibilities:

- Establishing a working interaction with homeless single adults in interim housing for the purpose of ensuring a supportive and safe environment.
- Work collaboratively with other staff to maintain smooth operation of the interim housing site, which may include assisting with food services or other duties as assigned.
- Intervene during crises to actively de-escalate situations, with clients and staff's safety in mind.
- Communicate repair requests to management, when needed.
- Maintain client confidentiality at all times, while following agency, state and HIPAA laws.
- Must create Incident Reports, shift logs and other documents required.
- Establishing and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to homeless individuals.
- Attending staff meetings, case conferences, training workshops, and community meetings as needed.

We would like to speak to you if:

- You have a high school diploma or GED, and experience working with homeless population.
- You have a background in substance abuse and recovery.
- You have the ability to listen with sensitivity to other people's feelings, needs, and point of view. You can also demonstrate tact and courtesy while projecting a positive view of Harbor Interfaith Services.
- You are familiar with the Harm Reduction and Housing First models of service delivery.
- You have a valid California driver's license and adequate auto insurance. (required)
- You have experience in case management.
- You are able to work as a member of a team.

About Harbor Interfaith Services

Our mission is to empower the homeless and working poor to achieve self-sufficiency through support services including shelter, transitional housing, food, job placement, advocacy, childcare, education, and life-skills training – and that mission is achieved through our people. We provide an inclusive environment where all are empowered to share their diverse perspectives and experiences so we can ultimately be better together. Our policies, practices, programs, activities and decisions regarding employment, hiring, assignment, compensation, and volunteerism are not based on a person's race, color, sex, age, religion, national origin, mental or physical disability, ancestry, military discharge status, sexual