

Housing Families Inc. Job Description

Job Title	Direct Care (full time)
Hiring Manager	Karen Baker
HM Title	Residential Supervisor
Location	Revere (occasionally Malden)

ABOUT US

Housing Families Inc., founded in 1986 by community members concerned about the growing crisis of homelessness, has helped more than 2,400 families make the transition out of homelessness to successfully retain permanent housing. Today, Housing Families is one of the largest and most capable providers of shelter and affordable rental housing in Massachusetts.

We provide safe, temporary shelter and quality affordable housing to homeless and at-risk families. We offer individualized supportive services to enrich children's lives, nurture the potential of each family member, and help families maintain permanent housing.

Our vision is a world in which everybody has a place to call home. We are looking for those who share in this vision and for skilled, compassionate individuals who share in our agency values of Respect, Caring, Integrity, Growth, and Team Work:

- Respect – We treat people with dignity.
- Caring – We show compassion and act thoughtfully.
- Integrity – We adhere to high standards.
- Growth – We foster innovation and continuous development.
- Team Work – We collaborate and celebrate.

RESPONSIBILITIES: *Role Purpose & Responsibilities*

Role Purpose

The Direct Care staff will report to the Residential Supervisor and will ensure the shelter is welcoming and safe for volunteers and families in a manner that is consistent with Housing Families values.

Responsibilities

- *Greet residents in a friendly, professional manner.*
- *Accept and organize donations, and fax In-Kind donation form to the Administrative office.*
- *Communicate shelter rules to clients and enforce rules as necessary.*
- *Respond to questions and concerns from residents in a professional manner and refer complaints to the appropriate staff.*
- *Report any breach of policy or procedure immediately to your supervisor or the Shelter Director.*

Housing Families Inc. Job Description

- *Check to ensure clients have completed their chores, if not completed as scheduled, fill in as necessary and report to Family Advocates.*
- *Attend and participate in staff meetings.*
- *Follow established procedures related to scheduling and staffing issues.*
- *Meet weekly with Supervisor and address any job related issues and receive feedback and support.*
- *Follow established procedures related to visitors.*
- *Maintain all public areas (offices, stairs, hallways, etc.) in a clean orderly manner (including outside)*
- *Address emergency situations (electrical outages, storms, violence) as necessary.*
- *Follow all agency and mandated guidelines related to security, safety and confidentiality.*
- *Review all log entries and new memos posted on a daily basis.*
- *Log all relevant information in the appropriate format in daily log.*
- *Submit accurate timesheets on a timely basis.*
- *Greet, assist, and orient volunteers.*
- *Perform other related duties as needed or as directed.*

QUALIFICATIONS / REQUIREMENTS

Basic Qualifications

- Demonstrated timely and consistent work history
- Ability to walk up and down stairs quickly in an emergency situation
- Ability to maintain boundaries and confidentiality
- Ability to communicate effectively in English both verbally and in writing.
- Ability to follow shelter guidelines on safety, handling emergencies, etc.

Eligibility Requirements

- Must be willing to work in Revere and Malden location
- Must be able to work: Sunday 8am – 4pm; Monday 4pm-12pm; Tuesday 4pm – 12am; Thursday 4p-12am Friday 4pm-12am
- Must have unrestricted work authorization to work in the United States
- Must be 18 years or older
- Must have High school diploma or GED.

DESIRED CHARACTERISTICS

Someone who has a “can do” attitude with a flexible schedule who can fill cover shifts as needed. Someone who possesses a positive attitude that is non-judgmental yet clear about boundaries.

APPLICATIONS/COMPENSATION:

- Interested candidate must submit a resume and cover letter to kbaker@housingfamilies.org or fax to Karen Baker attention at 781-286-5470
- Rate of pay is \$13.00/hour

Housing Families Inc. Job Description