



**POSITION:** Residential Counselor – Isolation and Quarantine

**Position Description**

The Residential Counselor (RC) is a temporary position that will work onsite at the Isolation and Quarantine (IQ) Shelter Site that provides 24 hour supervision and care to homeless and non-homeless individuals and families who are a Person Under Investigation (PUI) for COVID-19, who have tested positive for COVID 19, have been exposed to COVID-19, or at high risk of complications due to COVID-19 that have been temporarily relocated to this isolation and quarantine facility.

**Primary Responsibilities:**

The RC is responsible for safe and efficient operation of the IQ Shelter Site and bears ultimate responsibility for ensuring that all the essential responsibilities for IQ site operations are carried out during the shift. The RC evaluates and provides for the individual needs of each client, maintaining the dignity and confidentiality of all clients. The RC coordinates and assists partner non-profits in the performance of their responsibilities and maintaining accurate and detailed documentation.

**Characteristics and Duties:**

- Greets and Interacts with clients in a positive and respectful manner.
- Provide 24-hour on-site coverage and monitoring of facilities (Multiple Shifts Available - 7am-3pm, 3pm-11pm, 11pm-7am, 7 days per week).
- Responds immediately and politely to client calls.
- Completes and maintains all required documentation including environmental checklists, client contact logs, shift notes, changeover updates, and inventory tracking.
- Monitors buildings and cameras to ensure quarantined clients are remaining in their rooms, and that everyone is safe and secure.
- Follows all health, safety, and emergency guidelines.
- Checks in with Security Guard and records any pertinent information in shift log for all staff to review.
- Performs and/or assists in direct client services as necessary.
- Ensures clients have everything they need to remain in their rooms, including but not limited to, delivering meals outside client doors daily, checking out inventory and delivering it outside client rooms upon client request, and performing daily wellness checks that include taking client temperatures.
- Performs and/or assists in facility maintenance to maintain a safe and positive environment including but not limited to sanitizing common areas, disposing of pre-bagged trash, and collecting pre-bagged laundry and labeling with room number for laundry services pick up.
- Communicates effectively with clients, co-workers, and agency partners.
- Provide support, problem resolution, and emergency crisis intervention and stabilization services for clients.
- Contact shelter management during serious incidents.
- Communicates with program staff regarding client and residential issues.
- Ensure that all documentation and shift responsibilities are completed prior to leaving the facility.
- Maintain confidentiality and privacy of all identifying information concerning clients in accordance with applicable confidentiality and privacy laws, rules and regulations.
- Ability and willingness to wear a mask and gloves at all times and adhere to social distancing regulations.
- Overnight positions are awake positions and require staff on duty are alert and responsive throughout the entire shift.
- Serve as essential staff during inclement weather and other emergencies.
- Perform any other duties deemed necessary to support the program and agency.

**Education**

- High School Diploma.
- Certification in MANDT or similar de-escalation technique desired.
- CPR and First Aid Certification preferred.
- Bilingual in Spanish and English a plus.

**Experience and Skills**

- Experience working with high barrier individuals and families including people with mental health and/or substance abuse disabilities is preferred.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to engage and work collaboratively with others.
- Ability to use Microsoft Office including Word and Outlook.
- Ability to learn, process information, prioritize competing tasks and make sound and reasoned decisions in a fast-paced environment.
- Ability to complete tasks while navigating frequent interruptions.
- Ability to work a flexible schedule including evenings and weekends.
- Candidate must be able to lift items weighing 10-20 pounds.

**Work Environment:**

This position is performed in an emergency shelter environment located at a hotel and is essential personnel.

**How to apply:**

Please e-mail resume and cover letter to Carole

**Pay:**

\$20/hour for daytime/evening shift, \$22/hour overnight

Equal Employment Opportunity M/F/D/V.