

## Resident Manager – Part Time

Must be able to pass a background check.

Varied shifts available:

4 pm to Midnight daily

Midnight to 8 am daily

Saturday and Sunday 8 am to 4 pm

### RESPONSIBILITIES:

- Understand and implement Switchpoint's mission and values, and adhere to the Staff Code of Conduct and policies and procedures
- Ensure all responsibilities are carried out and enforce the rules, policies and procedures of Switchpoint
- Main a calm demeanor and model positive behavior
- Supervise the day-to-day operations and upkeep of the shelter inside and out
- Facilitate a daily schedule for residents
- Direct and guide new residents and orient them on rules and policies if necessary
- Ensure that all residents are adhering to all shelter rules and doing their chores on time; confronting behaviors and writing disciplinary action forms as necessary
- Assign and maintain resident chore schedule, sign in/out sheets for volunteers and other milieu tasks as designated
- Conduct scheduled and random room checks and monthly safety checks of rooms as assigned by Shelter Manager
- Staff Switchpoint's main office phone and carry an agency portable phone to provide after hours crisis coverage as needed
- Conduct telephone screenings with potential residents and maintain professionalism and courtesy with all individuals even when the shelter is full
- Provide resources and referrals to residents
- Administer intake, scheduled and random UA's of residents
- Inventory and distribute hygiene and shelter supplies to residents per policies and procedures
- Help coordinate, maintain and distribute in-kind donations
- Utilizing a Switchpoint's vehicle, transport residents to appointments, community outings, etc. as needed
- Conduct property site inspections throughout shift and report any suspicious activity or emergency maintenance needs to Shelter Manager
- Develop volunteer opportunities at Switchpoint and recruit, support and retain shelter volunteers
- Attend monthly resident meetings, supervision and staff meeting and trainings as assigned
- Participate in wrap-around services' team for residents
- Communicate regularly with all other staff members to ensure consistency and quality of service
- Other duties as assigned