



Houston Area Women's Center

Residential Mentor

Department: Residential Client Services **Job Status:** Full Time
FLSA Status: Non-Exempt **Reports To:** Manager of Adult Services
Amount of Travel Required: limited

Work Schedule:

Shift: 6:30 am – 3:30pm Sunday –
Thursday

POSITION SUMMARY

Oversee the safety, general welfare, and day-to-day needs of the women and children staying in the domestic violence shelter. Helps clients acclimate to a communal living environment by providing peer counseling/support, education, mentoring.

DUTIES AND RESPONSIBILITIES

- Work directly with clients in a domestic violence shelter by providing mentoring, crisis intervention, safety planning, and supportive services.
- Facilitate provide mediation between residents when needed by modeling and teaching non-violent conflict resolution skills.
- Assign and monitor residents' personal responsibilities in the communal living environment.
- Conduct individual orientations, intakes, group house meetings, exit processes etc.
- Enforce residential policies to ensure compliance with grantors and funding sources.
- Attend Case Meetings for feedback and information and to develop working plans to address client issues. Communicate with other departments of the agency to resolve client needs.
- Create resident files and record client services by existing deadlines via HMIS software. Complete all necessary paperwork for payroll, reimbursements and maintain accurate records, statistics, etc.
- Maintain safety and cleanliness of communal living areas. Report unsafe activities and complete incident reports for accidents, hazardous practices, etc. Perform light housekeeping duties.
- Report abuse/neglect to either Child and/or Adult Protective Services.

- Other duties may be assigned. Should such duties become routine, the description may be revised.

POSITION QUALIFICATIONS
SKILLS & ABILITIES

Education: Bachelor's degree in psychology, social work or related field is required or equivalent experience.

Experience: Minimum of 1 year experience in a social services or case management, preferably in a residential setting. Proven skill of crisis management is preferred.

Computer Skills: Experienced in Microsoft Office specifically Excel and Outlook.

Language: Bilingual required

Certificates & Licenses: None required at the time of hire.

Competencies

- Accountability - Ability to accept responsibility and account for his/her actions.
- Accuracy - Ability to perform work accurately and thoroughly.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Ethical - Ability to demonstrate conforming to a set of values and accepted standards.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Reliability - The trait of being dependable and trustworthy.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Flexibility in schedule is needed for staff coverage, client issues, trainings, etc.
- Understanding of issues related to residential programs and sensitivity to cultural diversity.
- Ability to maintain confidentiality of clients' information as well as shelter location for the safety of clients and staff.
- Critical thinking skills are also needed to perform duties.

Other Requirements:

- Understanding and sensitivity toward the issues of domestic violence, sexual assault and the purpose and philosophy of the Direct Services Program.
- Ability to function effectively in a crisis center with emergency situations.
- Must complete Houston Area Women's center's crisis intervention training.
- Awareness of the importance of volunteerism and its contribution to social service agencies.

PHYSICAL DEMANDS

- 1) Ability to stand and walk around for extended periods of time is required. Employee will also need to need to squat or bend, reach outward or upward to effectively discharge job duties.
- 2) Job incumbent must be able to lift/carry and/or push/pull up to 40 lbs.

WORK ENVIRONMENT:

MISSION OF THE HOUSTON AREA WOMEN'S CENTER: The Houston Area Women's Center helps individuals affected by domestic and sexual violence in their efforts to move their lives forward. We provide shelter, counseling and advocacy to support them in building lives free from the effects of violence. We seek social change to end domestic and sexual violence through community awareness and education. Our services are confidential and available to everyone.

The primary work location for the incumbent in this position is at the agency's shelter location.

ESSENTIAL FUNCTION STATEMENT:

The Houston Area Women's Center has reviewed this job description to ensure that essential functions are included with the duties and responsibilities. To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

REVIEW AND APPROVAL:

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the agency reserves the right to change this job description and/or assign tasks for the employee to perform, as the agency may deem appropriate.

Employee Signature: _____

Date: _____