Job Title: Non-Congregate Hotel Resident Assistant
Date: April, 15 2020
Reports to: COVID-19 Emergency Response Manager

JOB PURPOSE
Under the direction of the PfH COVID-19 Emergency Response Manager your challenge will be to provide onsite support to Transitional Case Managers (TCM) as they work virtually with individuals experiencing homelessness that have tested negative for COVID-19 and have been placed in our Non-Congregate Shelter/Hotel as a preventative measure due to age or underlying health conditions such as respiratory illnesses, diabetes, high blood pressure, etc.

ROLES AND RESPONSIBILITIES
This is a 12 hr. per shift position that is expected to last 3-4 months, not to exceed 800 hours. This person will be expected to work outside of standard business hours and possibly beyond 40 hours/week. This position is considered an essential employee and will have to work at the site.

This position is for an ambitious and compassionate individual who will undertake a variety of tasks relative to supporting older individuals experiencing homelessness and those who have underlying health conditions unrelated to COVID-19. Duties will include but not be limited to:

- Will work in close partnership with virtual Transitional Case Managers (TCM) for the purposes of bridging communication gaps between individuals experiencing homelessness housed at the Unit and TCMs.
- May assist with the completion of Intake Questionnaire for each Client going into the Unit
- May meet basic needs of individuals experiencing homelessness to keep them calm and comfortable.
- May assist in coordination with partner behavioral health and CoC providers to coordinate care.
- Will support onsite security staff by making regular rounds throughout the Unit to identify any safety or security concerns.
- Will report all safety and security concerns to onsite security staff.
- Will document all issues and concerns that may arise in the Unit and share same with TCM.
- May assist in the coordination of discharge planning activities

QUALIFICATIONS AND EDUCATION REQUIREMENTS
- High energy and a passion for the CoC’s mission and goals
- Experienced in Case Management (preferred)
- Solid organizational skills including attention to detail and multitasking skills
- Ability to work under pressure and multi-task in a fast-paced environment are required
- Excellent verbal communication, interpersonal, and relationship-building skills
- Experience working with vulnerable populations
- Associate Degree or relevant field experience may be considered in lieu of a degree
- Experience in homeless services (preferred)

SUPERVISORY RESPONSIBILITIES
None

COMPENSATION
This is a temporary, contractual position, which pays $15/hour. There are no benefits for this position.