



**Program:** Cortez Hill Family Center –Interim Housing Program (CHFC-IHP)

**Title:** Residential Specialist and Security

**Status:** F/T

**Pay Range:** \$15/hr Fri – Tues 2:00pm -10:30pm

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- Program Description:** CHFC-IHP will offer a safe place for homeless families with children to receive stabilizing temporary shelter and supportive services needed to prepare for longer term or permanent housing, as well as successfully promote self-sufficiency, wellness, and recovery. This low barrier approach program will provide 156 beds in 47 units for families with children experiencing homelessness, serving projected outcomes of 150 families and 500 individuals served annually.
- Job Description:** Residential Specialist/Security assist in providing a welcoming, clean, and safe environment offering interim housing and supportive services to families with children experiencing homelessness in the City of San Diego. Under the direct supervision of the Program Manager and Supervisor, Residential Specialist/Security workers will assist with the day to day operations. These positions will possess a strong ability to communicate orally and in writing.
- Responsibilities:** The primary responsibilities will include and focus on:
- ❖ Monitor premises for safety and security; conduct emergency, fire and safety checks on a regular basis;
  - ❖ Patrol immediate neighborhood;
  - ❖ Assist with daily upkeep;
  - ❖ Assist with meal set-up/take-down;
  - ❖ Document and report incidents and daily activities as instructed;
  - ❖ Collaborate with outside agencies and volunteers;
  - ❖ Resolve conflicts among participants professionally and efficiently;
  - ❖ Make proper referrals to available resources and services;
  - ❖ Maintain confidentiality for all participants;
  - ❖ Ensure all participants are checking in and out of the facility, as well as all visitors;
  - ❖ Work collaboratively with the SDPD, HOT/PERT team, and Outreach Teams;
  - ❖ Communicate and adhere to program policies and procedures;
  - ❖ Model professional rapport with all staff, clients, and partners in accordance with the Operations Manual;
  - ❖ Must interact well with people, build rapport and work cooperatively with participants, service providers and staff members; and
  - ❖ Perform other duties as assigned by the Supervisor, Program Manager and Program Director.
- Qualifications:** These positions will possess the minimum qualifications:
- ❖ One years' experience working the target population. (Three years required for Supervisor);
  - ❖ Knowledgeable of Microsoft Office (Outlook, Word, Excel) and HMIS preferred;
  - ❖ Bilingual speakers encouraged;
  - ❖ Peer Support individuals encouraged;
  - ❖ Knowledgeable on Housing First, Low Barrier, and Harm Reduction principals, appreciated. (Required for Supervisor); and
  - ❖ Experience with Motivational Interviewing, Trauma Informed Care, and Crisis Intervention preferred (Required for Supervisor).