Position Description

The Resident Ambassador will be responsible for working directly with participants to meet their daily needs in a safe and secure environment. Resident Ambassadors provide immediate support to residents’, along with crisis intervention, conflict resolution and other duties as needed or assigned by program staff. In addition, this position also ensures the safety and security of First Day residents during evening and weekend hours.

Specific Skills Required/Desired

A. Required: Strong written and verbal communication skills. Strong documentation and organizational skills including electronic and hard copy documentation. Knowledge of services provided by First Day and other social service organizations in Whittier and the surrounding area that assist individuals experiencing homelessness. Ability to work independently and as part of a team. Ability to exercise mature and sound judgment as well as good problem-solving and conflict resolution skills. Ability to work with diverse populations and to provide services in a non-judgmental and non-discriminatory manner. Ability to maintain and execute confidential information, to project a professional demeanor at all times and to maintain regular attendance. Ability to time manage effectively and coordinate multiple projects simultaneously in a high-pressure environment. Ability to manage crisis situations with minimum supervision and to set and observe appropriate personal limits and boundaries.

B. Required: Successful completion of background screening (including drug and alcohol screening) and an updated Tuberculosis Test (within the last 6 months);

C. Preferred: Written and oral proficiency in Spanish.

Education/Experience/Training

A. Required: AA Degree or two years of experience in social services or hospitality, including experience dealing with substance use in clients and crisis intervention.

B. Required: proficiency in Microsoft Office and Web-based programs, HMIS and any other database software(s) used to track work outputs.

C. Required: CPR/First Aid Training Certification and HMIS Training Certification within months of hire.

D. Required: Valid CA Driver’s License, auto insurance and reliable transportation

E. Required: Type at a speed of at least 45 words per minute.

F. Preferred: Minimum two years of non-profit experience with the homeless population and/or case management.

Responsibilities

The following reflects management’s definition of essential functions for this job but does not restrict the task that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.
Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

**NOTE:** First Day considers this position to be a mandate reporter of elder and child abuse

**Program Responsibilities**

- Maintain a calm, friendly and welcoming atmosphere within First Day’s facility promoting a clean, orderly and healthy environment at all times.

- Supervise daily operations of the shelter and provide support services to all program residents documenting all client encounters and services provided in HMIS; maintain resident case files up to date.

- Assist case management staff with program issues – i.e. dorm inspections, relaying program information, meeting reminders, referrals, etc.

- Conduct checks of bed areas, outside grounds and common areas to ensure that locations are secured and program participant compliance.

- Monitor and document resident compliance with program rules and guidelines, including bed area cleanliness, daily sign-in and adherence to program curfew.

- Coordinate on-site events on evenings and weekends (Movie Nights, Friendship Dinners, Partner Events, etc.)

- Maintain all logs, required documentation, vehicle use log and any other forms of record keeping in a timely and accurate manner, including proper storage of information.

- Produce work orders for review, approval and scheduling by Shelter Manager.

- Promptly and accurately reports any issues and concerns regarding participants to Shelter Manager and Bridge Housing Program Manager.

- Produce report of any incidents occurring during daily shift in writing. Assist with conflict resolution by modeling and encouraging positive methods of problem-solving, respectful communication and self-restraint.

- Maintain and execute confidential information according to HIPAA standards.

- Attend staff trainings and department meetings as needed and other duties as assigned.

**Physical Demands & Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing this job, this position typically spends long periods of time sitting, standing, climbing stairs, walking and carrying and lifting 20 (lbs). It requires coordination of multiple tasks, performing repetitive motion activities (typing), and firm/strong grasping.

Operation office equipment such as phone, fax, copier, and computer.

**NOTICE:** This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and First Day. It does not alter the employment-at-will relationship that exists between employees and First Day. As a condition of employment, all First Day employees are expected to perform job duties assigned by management even when such duties are not described in their job description.

First Day is an Equal Employment Opportunity Employer.