



Urban Affairs Coalition/One Day At A Time

POSITION: Residential Aide

DEPARTMENT: ODAAT/Shelter Services

REPORTS TO: Lead Residential Aide/Site Supervisor

Job Description

PROGRAM SUMMARY:

One Day AT A Time (ODAAT) is a Program Partner of the Urban Affairs Coalition (UAC). ODAAT houses men and women who are afflicted by addiction and homelessness. Case management services and prevention for HIV/AIDS is also offered at select locations. Through our holistic array of services, ODAAT consumers can expect the support of staff to bring systems together to achieve positive outcomes. Staff offers support in the following areas: recovery coaching and mentoring, linkage to health and social services, transitional housing, and community outreach.

POSITION SUMMARY:

This position offers provisional care to clients and supports the operation of the ODAAT Shelter Programs. Specifically, the Residential Aide provides services to consumers in a therapeutic residential setting in accordance with established program objectives and the treatment goals of each individual being served. Shelters operate 24-hours per day, seven days per week. The core responsibility of the Residential Aide includes the continued assurance of the safety and security of the residents within the facility. The work is performed under general supervision.

KEY DUTIES AND RESPONSIBILITIES:

- Receives new clients, completes intake paperwork, creates proper client files and orients new clients to ODAAT services and its policies
- Stores, administers, and documents the monitoring of medications taken by residents in accordance with agency's policies and procedures, applicable laws, and regulations governing such activities
- Completes hourly house rounds and records findings in logbook
- Prepares and/or supervises preparation of meals
- Encourages compliance with house expectations
- Assists consumers to see that adequate supplies are on-hand (e.g., cleaning agents, paper products)
- Provides reports, keeps attendance and other documentation, as needed
- Provides for shelter and safety needs of residents



- Attends residential staff meetings as directed by Shelter Director and other staff meetings and trainings, as required
- Takes an active role in client hygiene, as necessary
- Maintains building and grounds, as assigned
- Assists with group while monitoring safety needs and encouraging participation
- Transports clients, using ODAAT vehicles, as necessary
- Available for all shifts including weekends is required, as assigned
- Other duties, as assigned

EDUCATION, KNOWLEDGE, SKILLS AND ABILITIES:

- High School Diploma or equivalent required; Related training/certifications post high school, preferred
- Familiar with Microsoft Office software, including Excel and Outlook
- Proficient with Google search and email
- Demonstrated written and verbal communication skills including typing and writing
- Must possess strong interpersonal and customer service skills
- Must have the ability to work independently and as a team member
- Must take initiative and ability to identify process improvements
- Knowledge of first aid methods and techniques
- Ability to learn and apply written policies and procedures related to work
- Ability to concentrate on a designated area for extended periods
- Able to set and observe appropriate boundaries with clients
- Possess well-developed decision making skills and attention to detail with a high level of accuracy
- Ability to excel in a diverse, collaborative team environment
- Able to multi-task and remain calm in demanding and unpredictable situations
- Possess ability to understand various Homeless operations and procedures
- Able to maintain a professional, customer service-oriented attitude at all times
- Ability to meet face-to-face with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.
- Ability to work and communicate with staff, clients and their families, donors, vendors, community agencies, etc. to meet their needs in a polite, courteous and cooperative manner, yet appropriate assertiveness as situation may demand
- Possess excellent time management skills and the ability to work with minimum supervision
- Ability to transport individuals as needed, and travel to various sites and locations daily
- Able to meet a flexible work schedule including holidays, evenings and weekends; and
- Available on-call for emergencies by telephone and/or mobile phone

LICENSES AND CERTIFICATIONS

- Valid Pennsylvania driver's license, preferred

PHYSICAL REQUIREMENTS



- Able to lift/move weight up to 75 lbs.
- Vision adequate to perform the responsibilities and functions of the job efficiently.
- Must be able to sit for 2 or more hours per day.
- Must be able to stand for 2 or more hours per day.
- Must be able to operate a computer/hand-held digital device for more than 2 hours per day.
- Must be able to drive or ride in a moving vehicle.

WORK ENVIRONMENT

The employee will work in an office and public, service-delivery environment. Hectic situations can occur in the public area of the facility characteristic to working with the homeless and adjudicated community and the related concerns and situations related to homeless conditions. Potential exists for volatile and unpredictable situations to occur. May experience exposure to strong odors such as soiled clothes and poor hygiene. The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

Interested applicants should email their cover letter and resume along with salary requirements to:

ChristopherD.ODAAT@Gmail.com

(Telephone calls will not be accepted)

Please include the job title of the position for which you are applying.

UAC/ODAAT is an Equal Opportunity Employer