



## JOB DESCRIPTION

<b>Date Updated:</b>	January 15, 2023	<b>Position:</b>	Residential Counselor
<b>Department:</b>	Programs	<b>Reports to:</b>	Sr. Director of Program Services
<b>Location:</b>	The Melody	<b>Salary Range:</b>	\$25.00 per hour + Benefits
<b>Shift:</b>	Swing	<b>Job Type:</b>	Part Time- (M-F) 5:00pm to 11:00pm

### **Position Summary:**

"The Melody at 184 Forsyth" is an innovative pilot program in Atlanta, focused on providing sustainable, comfortable, and secure living spaces for individuals experiencing homelessness. This initiative repurposes shipping containers into fully functional tiny homes, offering a unique approach to urban housing challenges.

We are seeking an energized and passionate Residential Counselor to join our team. The RA will play a crucial role in basic day-to-day operations at our Permanent Supportive Housing Projects. The Residential Counselor will assist the individuals living in our supportive housing with their daily needs, with special emphasis on challenges related to severe and persistent mental and physical illness and substance use disorders.

### **Key Responsibilities:**

- Resident Support and Engagement:
  - Interact with residents in the general milieu and common areas.
  - Create a welcoming and supportive community atmosphere.
  - Provide informal support and guidance to residents.
  - Support property management and service providers to organize community-building activities and educational workshops.
- Clinical Staff Support
  - Assist clinical staff in the coordination of services to residents; contact residents' outside service providers as necessary.
  - Assist clinical staff in engaging residents through creative, resourceful strategies that build trust and confidence.
  - Assist clinical staff in the initiation, facilitation and promotion of on-site activities, therapeutic support groups, outings and community meetings.
- Project Operations and Facility Management:
  - Manage all building operations in the absence of other project and clinical staff as assigned.
  - Oversee the locking and unlocking of community facilities daily.
  - Monitor and report on the condition of homes and communal areas to property management.
  - Coordinate with service providers and volunteers to support residents.
  - Monitor community's guest policy
  - Operate check-in functions including checking visitors in and out visitors and partnering with security team to ensure, residents and visitors comply with visiting hours, and other guest-related rules.
  - Complete incident reports, and significant events log to report significant events involving residents and building operation activities.
  - Serve as an onsite, after-hours point of contact for residents to guide them through emergency and crisis protocols.
- Administrative Duties
  - Assist in developing ideas for improvement.
  - Provide property management and service provider with regular updates and feedback.



- Work cooperatively with clinical and maintenance staff sited at the project and with visiting providers; refer residents to clinical and other staff as necessary
- Participate in staff meetings and trainings.

### **Qualifications & Skills:**

- Basic understanding of homelessness and various characteristics of homeless adult population.
- Ability to communicate and work effectively with staff from various backgrounds.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behaviors.
- Subscription to philosophy of cooperation and continuity across programs and of consideration and respect for clients.
- Ability to work both independently and as part of a team.
- Bachelor's degree in social work, psychology, or a related field (preferred but not required).
- Current Georgia State Driver's License, insurable driving record, ability to drive agency van and transport tenants.

### **How to Apply**

Submit your resume and cover letter to [apply@hopeatlanta.org](mailto:apply@hopeatlanta.org) with "The Melody at 184 Forsyth – Residential Counselor" in the subject line.