

Date Posted: 05/09/12

**University of Houston
Graduate College of Social Work**

JOB OPPORTUNITY POSTING

Job Title: 2 Positions: Overnight & Evening Shift
Residential Mentor (Bilingual required)

Employer/Agency: Houston Area Women's Center

Job Description: Oversees the safety, general welfare, and day-to-day needs of the women and their children living in shelter facility. Helps clients acclimate to a communal living environment by providing peer counseling/support, education, and mentoring.

Work directly with clients in a domestic violence shelter by providing mentoring, crisis intervention and supportive services.

Facilitate conflict resolution and provide mediation between residents

Assign and monitor each resident's personal responsibilities

Enforce residential policies and address quad issues

Conduct intakes to the shelter

Attend weekly Case Meetings for feedback and information

Record services delivered to clients with HMIS software
Ability to provide flexibility in schedule for staff coverage, client issues, trainings, etc. And ensure compliance with required safety & health standards as outlined by regulatory requirements and Women's Center Policy

Duties & Responsibilities:

Provide mentoring, crisis intervention and support to clients in a communal living environment.

Facilitate conflict resolution between residents and provide mediation when needed.

Model and teach non-violent discipline and conflict resolution skills to clients.

Assign and monitor resident's personal responsibilities in the communal living environment.

Conduct orientations, ongoing meetings and develop working plan to address quad issues.

Enforce residential guidelines and policies.
Assist with laundry and the cleaning of the client quads.
Conduct intakes to the shelter.
Assist with safety planning and provide crisis intervention to incoming residents.
Conduct telephone assessment interviews and intake/exit procedures.
Assess immediate needs of new residents and provide emergency referrals and information.
Create resident file and complete all necessary documentation.
Provide services to residents following the philosophy of the Houston Area Women's Center, which includes empowerment, knowledge of power differentials and gender issues, and setting appropriate boundaries.

1. Report abuse/neglect to either Child Protective or Adult Protective Services.
2. Attend weekly Case Meeting; present information on clients regarding communal living issues.
3. Maintain communication with all other departments regarding resident needs and problems.
4. Maintain safety and cleanliness of communal living areas.
5. Perform all duties in a safe manner and in accordance with OSHA where applicable.
6. Report unsafe activities/practices in all areas of the facility to Operations Manager.
7. Complete Incident Report for accidents, dangerous events, significant first aid treatment or hazardous activity that occurs on shelter premises.
8. Utilize HMIS software for recording services delivered to the clients.

ADMINISTRATIVE DUTIES:

1. Initiate, retrieve, and/or respond to e-mail, voice mail, and written correspondence in a timely manner.
Complete all necessary paperwork for payroll, reimbursements, and leave in a timely manner.
Maintain accurate records, statistics, and documentation of services.
Report unsafe activities/practices in all areas of the facility to the Manager of Operations.
Develop contacts with organizations and agencies that provide services to women.

VOLUNTEER RELATIONS:

- Assist in training, supervising, and coordinating direct service volunteers.
- Communicate with volunteers regarding special needs of clients.
- Communicate to Volunteer Services status of volunteers.
- Communicate to supervisor volunteer issues prior to escalation.

OTHER DUTIES:

- Participate in HAWC events and training.
- Participate in committees as needed.
- Complete assigned projects from the supervisor.
- Other duties may be assigned. Should such duties become routine, the position will be reviewed and revised.

Qualifications:

1. Minimum of 1 year of experience in a residential setting and /or case management. Bachelor's degree in a related field (Psychology, Social Work, Sociology, etc.) is strongly preferred and may be reviewed in lieu of experience.
2. Experience in providing crisis intervention to diverse populations.
3. Bilingual required (English-Spanish) – must be able to speak and understand English and Spanish fluently.
4. Knowledge of and sensitivity to issues of domestic and sexual violence.
5. Understanding of issues related to residential programs.
6. Excellent writing and organization skills.
7. Experience with Microsoft Office.
8. Skills in interpersonal relations and communication.
9. Sensitivity to cultural diversity.

WORK ENVIRONMENT:

1. Ability to interact professionally with employees, clients, and volunteers at all levels.
2. Ability to exercise good judgment and use critical thinking skills.
3. Ability to work effectively in a demanding work environment.
4. Ability to make decisions, follow-up and take responsibility for the outcome of those decisions.

5. Ability to stand and walk around for extended periods of time.
6. Ability to organize, multi-task, and prioritize.
7. Ability to utilize critical thinking to organize and analyze information for providing crisis intervention and mediation.
8. Ability to function effectively in emergency situations.
9. Ability to interact conscientiously and consistently in a clear non-judgmental manner.
10. Ability to maintain confidentiality.
11. Ability to lift up to 40 lbs.

Salary/Hours: OVERNIGHT SHIFT POSITION: Shift: 11pm-8am
Tuesdays-Saturdays
EVENING SHIFT POSITION: Shift: 3pm-12am
Tuesdays-Saturdays

Employer/Agency: Houston Area Women's Center
Address: 1010 Waugh Drive
City, State, Zip: Houston, TX 77019

Fax Number: 713-526-7863
Email Address: hr@hawc.org

Application Method: Email, Fax, or Mail (Attn: Human Resources) Resume & Cover Letter

Opening Date: Immediate

***If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@sw.uh.edu with the hiring details of your new job opportunity.
Thank you***