



DESC Job Description - Page 1 of 2

OPEN: June 10, 2008
Job Title: **Residential Counselor**
Pay: \$10.66 - \$12.34 depending on qualifications
Supervised by: Residential Counselor Supervisor
Hours: Full-time (37.5 hrs/week), non-exempt position, day, swing or night shift

JOB DEFINITION:

In conjunction with the Morrison Project Manager and other staff, Residential Counselors are responsible for the provision of basic services to residents and performance of day-to-day building operation functions at the Morrison.

MAJOR DUTIES AND RESPONSIBILITIES

- Interact with residents in the general milieu of Morrison common areas.
- Assist Clinical Service Coordinators in the coordination of services to residents; contact residents' outside service providers as necessary.
- Assist Clinical Service Coordinators in engaging residents through creative, resourceful strategies that build trust and confidence.
- Assist Clinical Service Coordinators in the initiation, facilitation and promotion of on-site activities, therapeutic support groups, outings and community meetings.
- Manage all building operations in the absence of Project Manager, Project Assistant, and Clinical Service Coordinators as assigned.
- Operate all functions in lobby office, including checking visitors in and out, answering telephones and monitoring security systems.
- Maintain safety and security by monitoring all general access areas and enforcing project rules.
- Intervene in crises, respond to emergencies, and initiate action as required, including contact with emergency response systems.
- Write significant events involving residents and building operations activities in a daily logbook; read logbook daily.
- Assist with room turnovers, new resident leasing and orientation; rent collection and facilities inspections.
- Respond to resident complaints.
- Work cooperatively with clinical and maintenance staff sited at the Morrison and with visiting providers; refer residents to Clinical Service Coordinators and other staff as necessary
- Initiate appropriate response to maintenance requests.
- Participate in staff meetings and trainings.
- Assist with other property management functions as assigned.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- At least one year experience in human services, preferably working with homeless adults, the economically disadvantaged, mentally ill or chemically dependent.
- BA degree in social or behavioral science preferred.
- Residential property management experience desirable.
- Basic understanding of homelessness and various characteristics of homeless adult population; experience with the issues of mental illness and chemical dependency preferred.
- 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.



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APPLICATION PROCEDURE

Submit a Cover Letter and Resume to: DESC-RC, ATTN: Human Resources, 515 3rd Avenue, Seattle, WA 98104, or email in Word document to hr@desc.org, or fax to – (206) 515-1501

The Downtown Emergency Service Center is committed to diversity in the workplace, and promotes equal employment opportunities for all staff members and applicants. The Agency will not discriminate against any employee or applicant for employment on the basis of race, creed, color, sex, sexual orientation, age, national origin, marital status, or the presence of any sensory, mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women and minorities are encouraged to apply.