



DESC - OPEN POSITION – Page 1 of 2

Open: July 31, 2008
Job Title: **Residential Counselor – 1811**
Supervised by: Residential Counselor Supervisor
Pay: \$10.66 - \$12.34, depending on qualifications
Hours: Full-time, (37.5 hours per week); Swing Shift,

JOB DEFINITION:

In conjunction with the 1811 Eastlake 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.

ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES

- Interact with residents in the general milieu of building common areas.
- 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.
- Manage all building operations in the absence of Project Manager and Residential Counselor Supervisor 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 Chasers log, read log daily.
- Assist with room turnovers, new resident leasing and orientation; rent collection and facilities inspections as assigned.
- Respond to resident complaints.
- Work cooperatively with clinical and maintenance staff sited at 1811 Eastlake 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 letter of interest with a current resume to:

Mail to - DESC-RC
ATTN: Human Resources
515 Third Avenue
Seattle, WA 98104

Or e-mail 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 Center 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.