



DESC Job Description -

Page 1 of 2

Open: June 17, 2009
Job Title: **Residential Counselor- Day shift** – Lyon Building
Supervised by: Lyon Building Project Manager
Pay: \$10.97 - \$12.65/hr, DOQ
Hours: Full-time (37.5 hrs/week)

Job Definition:

In conjunction with the Lyon Building Project Manager and Clinical Support Specialists, the Residential Counselors are responsible for the provision of basic services to residents and performance of day-to-day building operation functions at the Lyon Building.

MAJOR DUTIES AND RESPONSIBILITIES

- Interact with residents in the general milieu of Lyon Building common spaces.
- Assist Clinical Support Specialists in the coordination of services to residents; contact residents' outside service providers as necessary.
- Assist Clinical Support Specialists in the initiation, facilitation, and promotion of activities, support groups, and community meetings.
- Manage building operations in absence of Project Manager.
- Operate all functions in lobby office, to include checking visitors in and out, answering telephones and monitoring security systems.
- Maintain safety and security by monitoring all general access areas and enforcing building rules.
- Respond to emergencies and initiate action as required, including contact with emergency-response systems as necessary.
- Write significant events involving residents and building operations activities in a daily log book; read log book daily.
- Assist with room turnovers, new resident leasing and orientation, rent collection, and facilities inspections.
- Respond to tenant complaints.
- Work cooperatively with clinical and maintenance staff sited at the Lyon, and with visiting staff; refer residents to Clinical Support Specialists and Project Manager as necessary.
- Initiate appropriate response to maintenance requests.
- Assist in the review of applications for residency.
- Participate in staff meetings and trainings.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- One year experience in human services, preferably with homeless adults.
- BA degree in social or behavioral sciences preferred.
- Residential property management experience desirable.
- Basic understanding of homelessness and various characteristics of homeless adult populations; experience with the issues of AIDS, mental illness, and chemical dependency preferred.
- Ability to communicate and work effectively with individuals from diverse backgrounds.
- Ability to work effectively with clients displaying a wide range of unpleasant and/or bizarre behavior.
- Commitment to the philosophy of cooperation and continuity across programs and of consideration and respect for clients.

APPLICATION PROCEDURE

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