



RESIDENT ADVOCATE
ZABAN PARADIES CENTER FOR HOMELESS COUPLES

Position: Resident Advocate

Reports to: Resident Services Director

Hours: Overnight or Weekends

Typical shifts include: (10:00 PM – 7:00 AM, 4:00 PM – 10:00 PM (Sunday and/or Saturday), 7:00 AM – 4:00 PM (Sunday))

Status: Part-time seasonal

Compensation: Starting at \$15/hour

The Resident Advocate Managers are primarily responsible for resident and staff safety, facility maintenance, and Residential Services Program support in keeping with ZPC's mission. The Resident Advocate Manager upholds ZPC's expectations and guidelines; advocates for the residents; and resolves conflict between residents. This position is a key position in affecting positive change in the residents' lives.

Primary Job Responsibilities:

- A. Community and Individual Safety of ZPC Residents, Staff, and Guests**
 1. Promote the well-being and growth of residents by modeling and encouraging healthy communication, sound decision-making, and upholding resident expectations and guidelines.
 - a. Document, in a consistent manner, resident issues and infractions.
 - b. Present documentation to the appropriate director to ensure appropriate resolution.
 2. Maintain professionalism with residents, community members, staff, and the general public.
 3. Reinforce program and case management goals.
 4. Serve as a contributing staff member by participating in bi-monthly staff meeting as well as training and development opportunities.
 5. Encourage residents to maintain a cooperative attitude toward the program and to one another.
 6. Support residential program in providing seamless evening and overnight coverage 7 days a week.
 7. Inform residents of designated smoking areas and supervise residents in designated areas.

8. Ensure all health and safety guidelines including staff CPR/First AID certifications, Fire Safety Coordinator trainings, and Mandated Reporting training are all in compliance. Maintain CPR/ First Aid and Mandated Reporter Certification on annual basis.
9. In cases of physical/domestic violence, sexual assault, or weapons violations, call 911 immediately, document the situation, and immediately contact the Resident Services Director.
 - A. Safely exit the resident and partner.
10. Residents are not allowed in the Resident Manager's office except for intake or corrective discussions.

Ensure Facility Cleanliness and Maintenance

1. Clean and/or supervise cleaning of the kitchen/bath/house facilities daily.
2. Perform daily walk-through of bedrooms, bathrooms, and common areas.
3. Ensure trash is emptied daily and placed in the dumpster.
4. Inspect and report room damages immediately after residents exit. If an exit occurs on your shift, clean and prepare the room for the next resident. Record that this has been done.
5. Ensure all resident facility care activities are performed as listed.
6. Remove belongings of exited residents within 48 hours.

Residential Services Program Support

1. Address and respond to residents in a way that supports the mission of the organization.
2. Confer with the on-call director regarding resident issues unless it is a safety issue that requires 911 or immediate exit from the facility.
3. Perform new resident, volunteers, and guest orientations.
4. Answer phone calls during your shift. Retrieve messages from voicemail and deliver to the appropriate person.
5. Be present in community areas to assist volunteers and residents when they arrive.
6. Distribute mail to the residents.

QUALIFICATIONS:

- Experience working with homeless, low income individuals
- Ability to work with people from all socio-economic, sexual orientation and ethnic groups

- Able to accept feedback from others
- Able to self-regulate (correcting oneself without outside input or supervision)
- Able to set and uphold boundaries
- Ability to uphold rules in a trauma-informed manner
- Basic knowledge of MS Office

PRE-EMPLOYMENT REQUIREMENTS:

- Must have valid Georgia Driver's License
- Proof of a TB test showing individual is negative for infectious tuberculosis
- Proof of negative COVID-19 test / COVID-19 vaccine preferred but not mandatory
- CPR trained

PHYSICAL REQUIREMENTS:

Must be able to lift 40 pounds and be physically active (carrying groceries, maintaining facility, climbing stairs)

Equal Employment Opportunities Employer

The Zaban Paradies Center for Homeless Couples, Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, national origin, age, disability, or genetics.