open position

RESIDENTIAL COUNSELOR

COMPENSATION
$17.50/hour + 1.50 bilingual premium+ Full Benefits

PROGRAM
Hamilton Shelter Program
260 Golden Gate Avenue, San Francisco, CA 94102

REPORTS TO
Shelter Manager/Shift Coordinators

STATUS
Full-Time

CLASSIFICATION
Non-exempt

UNION REPRESENTATION
YES – OPEIU, Local 29; initial fee + monthly dues

WORK SCHEDULE
Overnight Shifts, schedule varies

Hamilton Families

Our mission is to end family homelessness in the San Francisco Bay Area. Established in 1985, Hamilton Families is San Francisco’s leading service provider to homeless families, with carefully designed programs to prevent homelessness, provide shelter and stability, return families to permanent housing and support the well-being of children experiencing homelessness. We currently operate these programs across four sites in San Francisco and Oakland. For more information, visit www.hamiltonfamilies.org.

Program and Position Overview

Hamilton Families Shelter Program in the Tenderloin provides a safe place to sleep, three meals a day and critical social services to 50 families a night (about 150 individuals) for up to six months. The program provides emergency beds for families in immediate crisis and private rooms for families on the city’s shelter waitlist. Participants receive comprehensive support services that include case management with referrals and linkages to community services and benefits, employment and life skills training, access to basic health services, children’s services, three meals a day, and innovative and direct assistance in securing permanent housing.

The Residential Counselor is primarily responsible for providing a safe and healthful environment, and welcoming atmosphere for program participants.

Primary Duties and Responsibilities

- Maintain shift coverage and primary supervision and support of participants.
  Set and contribute to a safe, dignified, and orderly atmosphere by enforcing program rules, policies, and procedures in accordance with San Francisco’s Shelter Grievance Policy.
- Model and facilitate appropriate behavior for participants in terms of daily living skills, self-care, personal interaction, social relationships, and constructive time management.
- Ensure the safety of participants and staff by limiting facility access to participants, staff, and authorized visitors and service providers.
• Respond appropriately to emergencies, including contacting appropriate staff and interacting with police, fire, and medical personnel as needed.
• Effectively communicate necessary information to all supervisors, staff, and shifts as appropriate.
• Provide front desk and other reception duties in a professional and courteous manner, relay timely and accurate messages to participants and staff, and provide information upon request about available services.
• Conduct regular rounds of the interior and exterior of the facility and help ensure that health and safety standards are maintained throughout.
• Interact with participants to share information, provide supplies, and facilitate interventions as necessary; maintain appropriate professional boundaries with participants and staff; respond to participant requests in a professional and courteous manner; and maintain participant confidentiality.
• Bilingual positions require providing verbal and written program and other information as needed to participants who are predominantly monolingual in the language for which a bilingual premium applies.
• Complete and maintain required handwritten and computer-based records, files, correspondence, and statistics in a timely, clear, thorough, accurate, and legible manner. Required documentation may include, but is not limited to, conducting or assisting with intakes and reviewing program agreements and rules, shift log notes, bed rosters, maintenance requests, incident reports, late arrivals, sign-in sheets, shower and/or laundry schedules, and other documentation as directed by supervisors.
• Perform daily cleaning and kitchen duties as needed, including but not limited to assisting in preparing units for incoming families; cleaning and maintaining kitchen, dining, and community areas as needed; routine upkeep of the facility; and assisting in preparing and/or serving participant meals as needed.
• For overtime, provide varying shift coverage as needed and available.
• Attend and participate in staff meetings and trainings as required.
• Other duties as assigned.

Qualifications, Skills and Abilities

• High School Diploma or GED required; Bachelor’s degree in social work or related field of study preferred.
• Sensitivity to the needs of homeless families; able and willing to work with diverse staff and participants.
• Experience working in a residential facility providing support services and working with homeless families strongly preferred. Able to respond appropriately to emergencies including contacting appropriate staff and/or contacting and interacting with police, fire, and medical personnel as needed.
• Experience working with participants who have mental health related issues, substance abuse, domestic violence, and/or HIV/AIDS related issues strongly preferred; experience with Child Protective Service agencies, HIPAA requirements, and crisis intervention techniques preferred.
• Able to perform extensive charting, data entry and documentation.
• Excellent written and verbal communication skills.
• Proficient in Microsoft Office applications including Word, Excel, and Outlook, etc.
• CPR and First Aid certification required within first six months of hire.
• Essential job functions include using a telephone, working at a standard computer terminal; ability to follow reasonable ergonomic accommodations; sit and stand for long intervals; reach, bend, lift, and carry up to 40 pounds depending on position; and walk up and down stairs several times a day.
• Criminal background check, fingerprint imaging, TB (Tuberculosis) clearance, and documentation required post offer.

Compensation and Benefits

Hamilton Families offers a competitive wage and benefits package that includes employer-paid major medical and dental coverage, life and disability insurance, an employer-contributed retirement plan, and generous paid vacation, sick, and holiday leave.

Visit our website to learn more:
https://hamiltonfamilies.org/get-involved/open-positions/