**Bethlehem Haven/Pittsburgh Mercy Health System**

**Job Description**

***Position Title*:** Residential Needs Support ***Location*:** 1410 5th Ave

***PAP Code:***

***Reporting Unit:*** Bethlehem Haven ***County Position #: Exempt-Non - Exempt*** *X*

***Reports to (by title)*:** **Date: February 6, 2020** ***F/T:*** *X*  ***P/T:***

**Major Function Summary:**

The Activities and Housing Specialist work to involve clients in activities to improve wellness and quality of life, which include organizing and promoting activities, which may include meditation, yoga, exercise, arts, crafts, sports, music, cooking and hobbies and field trips. They must take into account the objectives of the activity as well as the intent. Also includes a variety of client interactions and administrative task that assist the Facility and Community Based Housing programs.

**Essential Functions of the Position**

* Plans, organizes and conducts various health and wellness activities, which include meditation, art, yoga, crafts, games, cooking, gardening, music, etc. Prepares scheduled events and insures that required equipment and other materials are in place.
* Plans and directs group activities aimed at developing appropriate group interaction and behavior, a sense of team work and comradery and fairness, interpersonal communication skills, cooperation and ensures that order is maintained during recreation periods.
* Assists clients with job searched and with writing resume’s
* Maintain the employment and activity boards
* Assists the HC’s with apartment searching for the clients.
* Teaches hygiene, sanitation and good personal habits.
* Participates in the maintenance, procurement and selection of supplies and other materials for health and wellness activities and off site programs.
* Creates and Perform surveys to gauge the needs and interests of the community.
* Reach out to instructors or facilitators to run activities.
* Schedules class times and post the information in community room and client floors
* Book the necessary venues for activities.
* Receive feedback and suggestions from residents to improve activities.
* Compiles related documentation
* Assists in completing rent calculations and income updates for Facility based housing clients
* Holds community meetings along with Housing Coordinator
* Completes room inspections
* Assists Housing Coordinators with preparing charts for bi-weekly Quality Assurance
* Inputs information into HMIS as needed
* Develop survey for “quality of life” changes
* Works with telehealth and residents to schedule telehealth appointments
* Works with Volunteer Coordinator to when appropriate to schedule activities.

**Essential Functions of the Position:**

**Administrative Support for Permanent Supportive Housing**

* Places orders for supplies following the standard order process (weekly, bi-weekly, monthly). This includes all program and building supplies, including ink for copier

**Essential (E) and Marginal (M) Functions:**

* Does all of the ordering for activities.
* Plan field trips for PSH clients.
* Completes rent calculations for clients
* Works with Housing Coordinator to update Non-Cash benefits for PSH clients
* Keeps and updated Calendar of Events
* Completes weekly task lists

**Reporting-** N-A

**Administrative Support**

* Cover front desk at 1410 or 905 as needed
* Attends all meetings and trainings as requested.
* Creates forms as necessary.
* Supports the clerical functions of Bethlehem Haven.
* All other duties as assigned.

**Marginal Functions of the Position:**

* Must have the emotional intelligence required to work in a changing environment and maintain professional composure at all times.
* Must have good time management skills and habits.
* Must be able to handle stressful situations where 911 are called.
* Must demonstrate the ability to solve problems.
* Displays a genuine interest in the health and wellness, emotional and social health, of those who have mental illness and enjoy working with people.
* Must have excellent interpersonal skills, communication skills and be very organized.
* Demonstrate ability to combine an interest and knowledge in fitness, wellness, games, arts, crafts or other activities, with an interest in people and an aptitude in organization and program coordination.
* They also should enjoy being part of a dynamic team, and taking part in dynamic and constantly evolving programs

**Continuing Education Recommendations of the Position:** Complete mandatory and elective trainings.

**Essential** **Competencies for Position Success:**

* Adaptability and Flexibility - Adjusting behavior and attitude to accommodate changing circumstances. Continuing to function effectively during times of change.
* Communication - Expresses thoughts, expectations, ideas and intent effectively and concisely, orally and in writing. Pays attention to non-verbal communication emanating from self and others. Listens attentively and respectfully, even when not agreeing with the opinions of the speaker.
* Ethics and Integrity - Possessing principles and values that produce fair and honest behavior. Demonstrating an awareness of the consequences of decisions where integrity may be compromised. Stepping forward and taking a stand for what is right when made aware of unethical behaviors of others.
* Professionalism - Setting high standards for one’s own work rather than solely following those that are expected. Taking responsibility for one’s actions and the consequences resulting from those actions. Being a self-starter rather than waiting for direction from others.
* Teamwork - Interacts with others in ways that are socially appropriate and reflect an understanding of and respect for the differences of all individuals. Values the differences, beliefs, and viewpoints of others. Refraining from acting defensively or being confrontational to intimidate.
* Quality Focus - Taking great care to ensure all aspects of work are completed correctly, developing effective methods for tracking specifics, and checking the quality of one’s work in order to ensure accuracy. Identifying mistakes and correcting them before they cause major problems.
* Person-Served Focus - Paying careful attention to persons served (including team mates, internal and external partners of PM) and taking action in order to meet or exceed their expectations. Treating persons served with a high level of appreciation.
* Compassion - Builds trust and respect with and among internal partners and persons served by reaching out and taking time to understand their challenges and motivations.
* Critical Thinking - Identifies and develops efficient and effective ways of approaching problems. Uses sound judgment and fact-based analysis to develop strategic, yet realistic, solutions that meet Pittsburgh Mercy’s goals and objectives.

**Knowledge and Skills:**

* Proficient in data entry skills, ability to accurately type on a keyboard at a rate 25 net w.p.m.
* Strong computer skills, especially in Outlook, Excel and Microsoft Office.
* Strong organizational skills.
* Excellent written and verbal communication skills.
* Support the organization’s mission along with sensitivity of cultural and workplace harmony.
* Excellent planning and activities development skills

**Supervises (# of staff & corresponding titles)*:*** *N/A*

**Minimum Education and Experience Required:**

* High school diploma and 2 years of experience working with vulnerable populations, i.e., those experiencing homelessness and mental illness and OR Bachelor’s degree and 1 year of experience. Must demonstrate a genuine interest in the health and wellness, emotional and social health, of those who have mental illness and enjoy working with people.

**Work Schedule:**

* 37.5 hour work week, primarily Tuesday-Saturday 9am – 5pm with flexibility to meet consumer and/ or program needs.
* One (1) on call day a month
* Must be able to work at Bethlehem Haven’s offices.

**Disclaimer:**

* Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.
* This job description reflects management’s assignment of the essential functions; it does not prescribe or restrict the tasks that may be assigned.
* Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodations or other reasons.
* Jobs are always changing to some degree and the existence of the approved job description is not intended to limit normal change and growth.

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| **VISION ACUITY REQUIREMENTS OF POSITION** |
| Vision Essential Vision non-essential *If vision is essential requirement of position please continue.* |
| Clerical Administrative: Work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, operation of appliances and use of measurement devices. |  YES | NO |
| Motor Vehicle Operations: Operate cars, trucks, forklifts, and high lift equipment. |  YES | NO |
| Other: Based on the criteria of accuracy and neatness of work for janitors, sweepers, etc. |  YES | NO |

**Environmental Conditions**

**1.** Work is performed: 90 % Inside 10 % Outside

**2.** Worker is exposed to:

 Cold Heat Wetness/Dampness

Dust Odors Fumes

Mist Gases Inadequate Ventilation

**I HAVE RECEIVED A COPY OF MY JOB DESCRIPTION?** \_\_\_\_\_\_\_\_\_\_\_

By signing this Job Description, I certify:

* I have read this document and I understand that the listed job duties and responsibilities are essential job functions and are subject to reasonable accommodation;
* That all job requirements posted indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently;
* That the job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements.
* That I may be required to perform any job related instructions as requested by my supervisor(s), subject to reasonable accommodation;
* That I shall demonstrate the organization’s commitment to the objectives of our Corporate Compliance Program and ethical business practices by fulfilling all my responsibilities outlined in the Pittsburgh Mercy Code of Conduct;
* That I will serve solely as an employee of Pittsburgh Mercy and, except as expressly approved in advance and in writing by my supervisor, will devote my entire professional time to the affairs of Pittsburgh Mercy. I understand that I may not undertake employment or practice my specialty, including self-employment, during the term of my employment except for such activities that may be expressly approved in writing by my supervisor in advance of such undertaking.

Employee:

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 Signature Print: Date:

Supervisor

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 Signature Print: Date:

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\*\*\*\*\*PMHS employees shall demonstrate the organization’s commitment to the objectives of our Corporate Compliance Program and ethical business practices by fulfilling all responsibilities outlined in PMHS’s Code of Conduct.