



**BETHLEHEM HAVEN**  
**Part of the Pittsburgh Mercy of Family of Care**

**Title:** Residential Support Specialist  
**Classification:** Full-time or Part-time / Non-Exempt  
**Reports To:** Residential Manager

Bethlehem Haven provides Emergency Shelter, Rapid Rehousing, Facility and Community Permanent Supportive and Medical Respite.

**Overview**

Through a Housing First model, the Residential Support Specialist works with an interdisciplinary team to accomplish clients' care by employing a harm reduction and trauma informed care framework to support Emergency Shelter clients as they make efforts toward income and obtain housing. They are primarily responsible for the oversight of the smooth running of the residential programs and supports the care of the facility based Permanent Supportive Housing residents for Bethlehem Haven. The Residential Support Specialist provides a variety of skilled administrative duties directly related to program management activities and client care. These include maintaining databases, preparing routine correspondence, providing customer service to residents and guests, and assisting in program events.