

RESIDENTIAL SUPPORT SPECIALIST

ABOUT PITTSBURGH MERCY

We're a community-based health and human services organization using person-centered care to treat our area's most vulnerable populations. We work with families in settings that are safe and familiar to them, and view them as equal partners when planning, developing, and monitoring care.

Our mission is to be a compassionate, transforming presence within our communities. We reach out to offer help – and hope – to people who are experiencing:

- Mental illness and substance abuse
- Physical health needs
- Intellectual disabilities
- Traumatic events or circumstances, including homelessness + abuse

ABOUT THE ROLE

We are looking for a Residential Support Specialist to provide a variety of skilled administrative duties directly related to support of the clients and efficient running of the program. The Residential Support Specialist position is primarily responsible for shift oversight for all Bethlehem Haven Housing Programs. Bethlehem Haven provides Emergency Shelter, Medical Respite, and permanent supportive housing for women and men who are experiencing homelessness

- Works part-time flex shifts, approx. 16-24 hours per week. Must be able to work weekends
- Must be physically able to walk steps.
- Must be physically able to lift boxes or bags of food, clothing and cleaning supplies as necessary.

ABOUT YOU

We're looking for good natured, compassionate, solutions-focused person who demonstrates a high level of integrity, problem solving, and crisis and resource management. If you're highly organized, a good communicator, and a management master, we're looking for you!

RESPONSIBILITIES/REQUIREMENTS

- Completes paperwork including crossovers, unusual incident reports, intake forms, letters to clients, progress notes, etc.
- Participates in serving and setting up meals
- Completes rounds clients each hour or more depending upon need
- Follows Bethlehem Haven's policies and procedures for clients.
- Attends to any operational needs to ensure a clean and safe environment for clients and staff.
- Associate's degree in a human service field or prior experience in a human services field, preferred. A combination of education and experience may be considered per approval of the Chief Operating Officer (COO).

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.