

Job Title: Resident Advocate **Employee Status:** Regular, Full Time, Non-Exempt
Department: Russel Street Residence **Reports to:** Program Manager

Company Overview

Celebrating its 50th anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission: *to ease and end the crisis of homelessness in our communities*. Every program in each region; Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County, supports this mission and everyone who works for or on behalf of BFHP understands and is dedicated to this mission and purpose. With programs ranging from free meal service to permanent supportive housing, BFHP provides a continuum of care to accommodate a broad spectrum of specialized needs. The Agency's mission is responsive to the constituency and communities served by it and of value to the society.

Program Overview

Russell Street Residence (RSR) is a Community Care Licensed Adult Residential Facility and a four-bedroom independent permanent supportive housing program for formerly homeless adults diagnosed with serious and persistent mental illness.

Position Summary

Under supervision of the Program Manager, the Resident Advocate provides direct supportive services and supervision to our clients, who are primarily within 19-59 years of age and diagnosed with mental illness.

Essential Duties and Responsibilities

- Provide excellent care and supervision to clients.
- Establish and maintain clear and effective communications with clients, ensure that their needs are met. Practice active and empathetic listening.
- Provide emotional support and counseling to clients. Provide information and referral to various resources as needed.
- Provide crisis intervention and advocate on behalf of clients as needed.
- Administer medications in compliance with CCL's Title 22 regulations.
- Facilitate at least one client group or outing per week.
- Educate client on program and facility rules and procedures clearly. Ensure clients are following these rules and procedures in a consistent manner.
- Assist clients with and enable them to manage activities of daily living including proper bathing and hygiene practices, maintaining room cleanliness, and completing various chores.
- Perform various household tasks including cooking, cleaning, washing dishes, sweeping and mopping.
- Keep kitchen and pantry clean, organized, and sanitary at all times; perform regular deep cleaning as needed.
- Ensure compliance with all CCL regulations.
- Work with Berkeley Mental Health and other service providers, as needed.

- Participate in promoting a safe, healthy and clean working environment at all times consistent with agency's health and safety practices.
- Comply with all daily and weekly tasks related to pest management within the facility and general facility sanitation.
- Familiarize with and follow all established RSR rules and procedures.
- Follow shift guidelines in Task Breakdown.
- Complete and file all paperwork in an accurate and timely manner.
- Review and update staff log and client communication log each shift and in accordance to established procedures.
- Provide accurate, timely, and complete transfer of program and client information to other staff as they begin their shift.
- Respond to emergency crisis accessing emergency responders, as required;
- Participate in program planning and policy development for all clients.
- Attend and participate in all assigned program and external meetings.
- Complete the Privacy and Security training and all other assigned staff trainings.
- Maintain confidentiality regarding clients, personnel and other internal agency affairs.
- Work within the framework of the BFHP's Code of Conduct.
- Be responsible to other staff, clients, BFHP and its stakeholders, both for your actions and your decisions not to act.
- Conduct business in accordance with the Team Handbook, exercising sound judgment and serving the best interests of BFHP and the community.
- Commit yourself to treating each community member with respect and dignity.
- Perform other tasks as assigned by supervisor.

Qualifications, Skills and Abilities

- High School Diploma or GED. Bachelor's degree in social services or related field preferred.
- Commitment to serving homeless individuals. At least 1 year experience working with homeless individuals and/or individuals with mental illness required.
- Proficiency with PC Computer systems and Microsoft Office (work, excel).
- Ability to interact in a supportive and professional manner with staff and clients of diverse cultural and economic backgrounds.
- Good written and oral communication skills.
- Good conflict resolution skills.
- Ability to meet deadlines and complete multiple tasks in a timely manner.
- Capacity to work independently and as part of a team.
- Ability to maintain professional conduct, attitude and appearance at all times.

Special Requirements

- Must have a valid driver's license and clean DMV record.
- Must be able to obtain DOJ criminal record clearance.
- Must obtain and maintain First Aid and CPR certification.

Physical Requirements

While performing the duties of this job, the employee is

- Regularly required to use hands and fingers to handle, feel, or operate objects, tools or controls, and reach with hands and arms.
- Frequently required to stand, walk, sit, climb stairs, talk, hear, and see clearly.
- May be occasionally required to stoop, kneel, or crouch.
- Must be able to lift or move up to 50 lbs.

I have received a copy of my job description and understand all of my responsibilities.

Staff Signature

Date