



Residential Counselor, Per Diem

Per Diem, 9:00PM-8:00AM

Reporting to the Program Director, the Residential Counselor is responsible for maintaining a safe and positive environment for all residents during the overnight shift at ANEW Place. The Residential Counselor provides supervision, keeps the house orderly, resolves conflicts among guests, and at all times supports guests in their personal paths to recovery, well-being, and transition to permanent housing.

Position Responsibilities:

- Enforce house rules and policies
- Treat all guests with respect and dignity
- Communicate effectively and regularly with program staff and volunteers
- Complete daily documentation in the form of nightly logs and individual guest case notes
- Mediate difficult arguments between residents in a thoughtful, fair and professional manner
- Provide encouragement and create a safe space for all residents
- Supervise chore completion
- Provide crisis intervention and conflict resolution as needed
- Remain awake and alert through the night, conducting hourly patrols of the premises
- Act immediately in the event of an emergency by contacting the appropriate agency and directing guests to safety as necessary
- Maintain certification in First Aid and CPR
- Report any facility or safety concerns promptly to the Program Director
- Answer the phone and door, directing inquiries appropriately
- Act professionally and maintain guest confidentiality at all times
- Perform breathalyzers with guests as needed
- Inform regular program staff of suspected intoxication for follow-up
- Make regular house inspections throughout shift, attending to the cleanliness of the house and ensuring safety of the premises
- Complete house laundry as needed
- Ensure that guests have supervised access to medication as individually prescribed
- Address concerns with residents in a timely fashion and report all key information to the Program Director immediately
- Proactively seek ways to better the organization and work together as a cooperative team
- Attend some staff trainings and supervisions as needed
- Complete other tasks as assigned

Qualifications:

- Passion for working with low-income individuals and nonprofit organizations
- Interested in working with a faith-based nonprofit and wholeheartedly agrees with the ANEW mission statement
- Strong communication and interpersonal skills
- Excellent listening skills and adept at conflict resolution
- Working knowledge of community resources and mental illness