

A Mother's Hope
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JOB DESCRIPTION

Position Title: Lead Resident Advisor

Location: Fort Wayne, Indiana

Position Reports to: Executive Director

Wage: Salaried

POSITON PURPOSE

A Mother's Hope is a Christian organization aimed at offering refuge to homeless, pregnant women that strengthens their opportunities for stability. A Mother's Hope offers training and opportunities for residents to improve their lives. We provide residents a home with practices and principles grounded in Christian love. We provide opportunities for residents to take steps towards breaking the cycle of poverty and chronic homelessness for themselves and their children. At A Mother's Hope, we recognize that each resident is unique in her life experiences and circumstances that led her to become homeless. We help residents define and strive for their own individual versions of success.

This position is responsible for providing supervision to maintain a safe environment, implement structure in the home, model and interact with the residents in an atmosphere of Christian love, and assist the residents in reaching their goals. This position is responsible for providing support to maintain a strength based and trauma informed work environment, which reflects and promotes the mission of A Mother's Hope. The Lead Resident Advisor assists with overall management of the household. This includes setting the schedule for the house and being a voice of authority within the house. This position communicates programmatic needs to administration in order to ensure the implementation of A Mother's Hope Program within the home.

The ideal candidate will have the ability to balance unconditional and tough love in all situations, be a team player, be approachable with strong relationship building skills, and be able to maintain healthy boundaries. This position will require the willingness to embrace challenge. In this position, you will be exposed to incredibly difficult situations in which clear solutions may not be apparent. You will offer support to the residents as they unravel and repair the consequences of their decisions.

DUTIES AND RESPONSIBILITIES

Present a positive, professional image of A Mother's Hope through interactions with residents, staff, other shelters, and social service providers.

Develop constructive and cooperative working relationships with others and maintain them over time.

Support and guide each resident utilizing a strength-based approach, recognizing her unique situation and life experiences.

Maintain sensitivity, respect, and confidentiality for all residents and staff.

Provide a secure and stable environment for all residents. Maintain thorough knowledge of Resident Handbook

Implement structure in the home by enforcing established rules and policies while holding the residents accountable for their actions

Offer support to residents in reaching goals

Maintain documentation of meetings with residents

Use a trauma-informed, strength based model when interacting with residents and staff

Utilize intervention techniques

Model and teach effective conflict resolution techniques with residents, staff, and others

Prepare bedroom for new residents

Assist new residents during the orientation period to become familiar with the routine of the home, rules, policies, and orient them to the community if necessary

Create and post resident chore assignments weekly

Assist Resident Advisors in supervision of residents to complete daily household chores in a thorough and timely manner.

Teach life skills to residents together with other Resident Advisors such as preparing meals, budgeting money, doing laundry, and keeping the home clean.

Teach time management with residents

Manage household food with provided budget. Shop for groceries as needed.

Assist residents in creating weekly menu plans that are nutritious and adhere to weekly budget.

Provide staff assistance when On-Call

Attend staff meetings and staff trainings.

Support Resident Action Plans created with Family Resource Coordinator

Provide additional support to staff as needed

Participate in on-going training efforts to develop personally and professionally.

All other duties as assigned.

EDUCATION & RELATED WORK EXPERIENCE

Bachelor's Degree in Social Work or related field preferred or at least 2 years of prior social work experience or a relevant combination of education and experience.

Demonstrated experience in use of computer to word process. Excellent communication skills. Experience in working with homeless population or pregnant women, a plus.

SKILLS & KNOWLEDGE

Ability to be a team member capable of having honest and direct conversations about new ideas or strategies as well as receiving feedback on how to improve.

Ability to analyze situations and decisions in light of the impact of the common good of all the members of the household.

Ability to build a sense of community among residents.

Knowledge of professional boundaries and ethics. Ability to maintain healthy and appropriate boundaries with residents and other staff members.

Ability to balance mercy and justice with residents. Ability to exercise accountability and uphold rules as well as the ability to show mercy and forgiveness.

Ability to be a team player: have a willingness to share the workload, ask for help, and to know what is your responsibility to do or not to do.

Willingness to embrace challenge: you will be exposed to incredibly hard situations in which clear solutions are not readily apparent. Helping moms unravel and repair consequences of bad decisions can be incredibly challenging. You must be willing to enter into the messiness of difficult situations.

Possess an attitude of humility and openness to ongoing learning.

Knowledge of de-escalation skills and techniques.

Possess the ability to be flexible and adaptive in different situations. You will need to be prepared to adapt your approach to meet changing circumstances and a wide variety of personalities.

Demonstrate a relational approach to residents. This work is highly dependent on relationship, warm, inviting personalities that draw people to connect are essential.

Ability to diffuse drama and bring peace to a situation.

Awareness of self: being self-aware means that you are capable of recognizing areas of weakness, as well as strength.

Ability to find personal support outside of the ministry of A Mother's Hope so that you are not dependent on staff or residents to meet your emotional needs.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

This position will have an office at A Mother's Hope, Fort Wayne. This position requires you to provide proof of a valid driver's license and auto insurance. This position will be expected to maintain normal business hours as well as be on-call on a rotating basis during nighttime and weekend hours in case of staff/resident emergencies.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing duties of this job, the employee is regularly required to sit and talk or hear. The individual may also be required to lift up to 30 pounds infrequently; and should be able to walk and climb stairs in order to be able to physically navigate A Mother's Hope. This person must be able to use hands to type on a personal computer keyboard and view a computer screen for at least 4 hours per day.

NONDISCRIMINATION POLICY

A Mother's Hope recruits, selects, and hires the most qualified applicant for available employment positions. Those persons with hiring authority consider relevant factors in evaluating the qualifications of applicants, including, but not limited to, personal character; personal gifts and skills; educational background; prior relevant experience; and bona fide work qualifications.