

A Mother's Hope
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Fort Wayne, IN 46825



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JOB DESCRIPTION

Position Title: Relief Staff/Resident Advisor **Location:** Fort Wayne, Indiana

Position Reports to: Executive Director **Wage:** Hourly

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 will help fill in needed shifts as necessary. This position is responsible for providing supervision to maintain a safe environment, implement structure in the home, model respect and understanding, 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 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.

Provide a secure and stable environment for all residents.

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

Offer support to residents

Supervise residents to complete daily household chores in a thorough and timely manner.

Monitor resident activities and behaviors and share with staff during changeover between shifts.

Be a positive team member.

Communicate with other staff about resident progress and concerns.

Attend all required staff training.

EDUCATION & RELATED WORK EXPERIENCE

Minimum education of a high school diploma or equivalent. One to two years social work experience preferred or a relevant combination of education and experience.

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 maintain healthy and appropriate boundaries with residents and other staff members.

Ability to build a sense of community among residents.

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.

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.

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.