

Historic East Baltimore Community Action Coalition, Inc. (HEBCAC) is seeking a **Residential Service Worker** (RSW) to be a member of the HEBCAC Team with the objective to support the mission of The NEST, a Youth Emergency Transitional Shelter. The RSW is responsible for monitoring activities of the residents of the shelter to ensure compliance with the program rules and expectations. RSW will assist the residents with all their needs while establishing and maintaining a safe environment during their stay at the shelter. RSW will help the residents achieve success in transitioning to permanent housing. RSW will be required to maintain confidentiality, input data into the Homeless Management Information System (HMIS) and maintain the rules to help keep the shelter operating smoothly. The NEST has two shifts: from 6:00pm-11:30pm and 11:30pm-8:30am. RSW must have ability to cover various shifts, including weekends, holidays and on-call schedule. This position is part-time and reports to the Assistant Program Director.

The NEST provides shelter for unhoused youth aged 18-24 for up to 90 days. The NEST hours of operation are 24 hours, 7 days a week, 365 days a year. While at the NEST, residents are connected with resources to promote a transition to permanent housing solutions. Residents at The NEST also are encouraged to utilize additional supportive services through the HEBCAC Youth Opportunity (YO!) program.

### **SPECIFIC DUTIES AND RESPONSIBILITIES**

- Maintain and monitor a safe, supportive environment for clients within the shelter.
- Complete Client Intakes and fill out HMIS Consent Forms or other client databases.
- Intervene in client crisis (medical, mental health, interpersonal).
- Completes an inventory for each resident's belongings upon admission and discharge.
- Monitor cameras, dorms, bathrooms and common area of the shelter.
- Help clients work through conflict with other clients living in the shelter.
- Keep shelter clean, maintain basic maintenance, restock supplies, conduct inventory, and complete shelter laundry.
- Document observations and interactions with clients in the daily log.
- Supervise and provided meals, snacks and follow all food safety guidelines.
- Adhere to agency policy, procedures and professional code of ethics.
- Provide consistent coverage for assigned shifts, working within the team and independently to complete all shift tasks.
- Maintain written and oral communication with the Assistant Director and/or Program Director of incidents and incident reports in accordance with policies and procedures.
- Complete incident reports within 24 hours of the incident or within 24 hours of when the RSW learns of the incident.
- Meet regularly with supervisor and attends all staff meetings, annual trainings, and other meetings as required/directed by Assistant Director and/or Program Director.
- Other duties as may be assigned by Assistant Director and/or Program Director.

### **SPECIAL SKILLS, KNOWLEDGE, AND ABILITIES**

- Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and client oriented and willing to assist when needed.

- Ability to maintain professional boundaries with program participants, and to refer residents appropriately to outside resources.
- An understanding and respect for the confidentiality of residents.
- Excellent interpersonal and written communication skills.
- Ability to assess emergency and crisis situations and respond effectively.
- Ability to remain alert and on duty throughout shifts.
- Physical ability to lift 25 pounds, sit, stand, bend, reach, and perform cleaning duties.

## MINIMUM QUALIFICATIONS

- Minimum High School Diploma or equivalent required.
- Experience working with population experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, and/or with those living in poverty.
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications.
- Experience working with clients, co-workers, and volunteers with diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical, mental illness and treat each individual with respect, dignity, and compassion.
- CPR/First Aid certified or willingness to secure after hire.

## PREFERRED QUALIFICATIONS

- Minimum of two years of experience working with homeless population experiencing homelessness, mental health related issues, substance abuse, domestic violence, HIV/AIDS related issues, and/or with those living in poverty.
- Experience using and entering data into HMIS or other client databases.

**Classified Title:** Residential Service Worker

**Role/Level/Range:** ACRO37.5/02/CB

**Starting Salary Range:** \$15.00 - \$18.90 - \$22.50/hr (commensurate with experience)

**Employee group:** Casual/On Call

**Schedule:** Wednesday – Sunday, 4-12pm or 12-8am

**Exempt Status:** Non-Exempt

**Location:** School of Medicine Campus

**Department name:** HEBCAC The NEST

**Personnel Area:** School of Medicine

*Please refer to the job description above to see which forms of equivalency are permitted for this position. If permitted, equivalencies will follow these guidelines:*

JHU Equivalency Formula: 30 undergraduate degree credits (semester hours) or 18 graduate degree credits may substitute for one year of experience. Additional related experience may substitute for required education on the same basis. For jobs where equivalency is permitted, up to two years of non-related college course work may be applied towards the total minimum education/experience required for the respective job.

**\*\*Applicants who do not meet the posted requirements but are completing their final academic semester/quarter will be considered eligible for employment and may be asked to provide additional information confirming their academic completion date.**

The successful candidate(s) for this position will be subject to a pre-employment background check. Johns Hopkins is committed to hiring individuals with a justice-involved background, consistent with applicable policies and current practice. A prior criminal history does not automatically preclude candidates from employment at Johns Hopkins University. In accordance with applicable law, the university will review, on an individual basis, the date of a candidate's conviction, the nature of the conviction and how the conviction relates to an essential job-related qualification or function.

The Johns Hopkins University values diversity, equity and inclusion and advances these through our key strategic framework, the [JHU Roadmap on Diversity and Inclusion](#).

### **EQUAL OPPORTUNITY EMPLOYER**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

### **EEO IS THE LAW**

Learn more:

[https://www.eeoc.gov/sites/default/files/migrated\\_files/employers/poster\\_screen\\_reader\\_optimized.pdf](https://www.eeoc.gov/sites/default/files/migrated_files/employers/poster_screen_reader_optimized.pdf)

### **ACCOMMODATION INFORMATION**

If you are interested in applying for employment with The Johns Hopkins University and require special assistance or accommodation during any part of the pre-employment process, please contact the Talent Acquisition Office at [jhurecruitment@jhu.edu](mailto:jhurecruitment@jhu.edu). For TTY users, call via Maryland Relay or dial 711. For more information about workplace accommodations or accessibility at Johns Hopkins University, please visit [accessibility.jhu.edu](http://accessibility.jhu.edu).

Johns Hopkins has mandated COVID-19 and influenza vaccines, as applicable. Exceptions to the COVID and flu vaccine requirements may be provided to individuals for religious beliefs or medical reasons. Requests for an exception must be submitted to the JHU vaccination registry. For additional information, applicants for SOM positions should visit <https://www.hopkinsmedicine.org/coronavirus/covid-19-vaccine/> and all other JHU applicants should visit <https://covidinfo.jhu.edu/health-safety/covid-vaccination-information/>.

**To apply, please fill out the application at [jobs.jhu.edu](http://jobs.jhu.edu), and send a cover letter and resume to Irisha Lucas at [ilucas@hebcac.org](mailto:ilucas@hebcac.org) with "Residential Service Worker application" in the subject line.**