

Detroit Rescue Mission Ministries

JOB DESCRIPTION

Job Title: Resident Specialist

Locations: All Sites

Reports To: Operations Manager

Position: Non-Exempt

JOB SUMMARY: Under the general direction of the Operations Manager, the Resident Specialist at Detroit Rescue Mission Ministries (DRMM) plays a critical role in maintaining the safety, cleanliness, and overall environment of the facility. This position ensures that all clients, staff, and visitors adhere to the organization's policies and procedures, creating a secure and comfortable atmosphere for everyone. The Resident Specialist is the primary individual responsible for the safety of clients and staff, as well as maintaining the cleanliness and comfort of the building.

ESSENTIAL FUNCTION:

1. Client and Visitor Management:

- Perform searches on clients entering the building to ensure no prohibited items are brought inside.
- Ensure every person entering the building signs in and everyone leaving signs out, including clients, staff, volunteers and visitors, etc.

2. Safety and Security:

- Conduct hourly round checks of the building's bathrooms, rooms, hallways, and perimeter, completing the appropriate reports to document findings.
- Monitor and ensure that no one is standing in general areas unnecessarily.
- Maintain vigilance to ensure the safety and security of all clients, staff, and visitors.

3. Facility Maintenance:

- Ensure the building is always clean and orderly.
- Clean facilities regularly, including mopping the entry area and hallways.
- Address any immediate cleanliness issues as they arise.

4. Documentation and Reporting:

- Accurately complete and submit all required reports, including round checks and incident reports.
- Maintain clear and concise records of all activities, ensuring proper documentation for future reference.

5. Training and Development:

- Complete mandatory training in de-escalation, conflict resolution, search procedures, and report writing.
- Obtain necessary certifications within the six-month probationary period if not already possessed.
- Participate in ongoing training programs DRMM provides to enhance skills and knowledge.

6. Other Duties:

- Assist with additional tasks as assigned by the Operations Manager.
- Foster a positive and supportive environment for clients, staff, and visitors.
- Resident Specialist must adhere to the no cell phone usage policy while on duty except in emergencies, ensuring no excessive use of cell phones for calling or other purposes.
- Conducting business non-related to DRMM is prohibited.

Qualifications:

- High school diploma or equivalent required.
- Previous experience in a similar role preferred.
- Strong communication and interpersonal skills.
- Ability to perform physical tasks, including searches and cleaning duties.
- Detail-oriented with excellent organizational skills.
- Ability to complete required training within the designated timeframe.
- Commitment to maintaining a safe, clean, and respectful environment for all clients and staff.

Physical Requirements:

- Ability to stand, walk, and perform physical tasks for extended periods.
- Ability to lift and move items as needed for cleaning and maintenance.

Working Conditions:

- Indoor and outdoor environment.
- Shift work, including evenings, weekends, and holidays, may be required.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.