

Heading Home

Job Title: Respite Exit Planner

Reports To: Respite Program Director

Date: Created: 06/26/2019 DJS

Hours: Mon- Fri 9am to 1pm (part-time) flexible

Rate of pay: \$11.73 per hour

Summary:

The Respite Exit Planner Assistant shall perform all Albuquerque Opportunity Center Program functions and administrative duties as assigned. Responsible for assisting the Emergency Housing Director in case management of Respite residents in accordance with policies and procedures as outlined. Provide daily oversight of Respite Care activities including, but not limited to, implementing the policies and procedures affecting RCP participants. Review of Residency Agreement and education regarding services and residency offered at AOC Campus, classroom instruction and supplies, and resident intake process. Orientation of new residents to facility and operation. Fulfill data collection, accurate file management, as required by the AOC's compliance with outside oversight agencies. Utilize the "Three Phase" approach to complete Personal Needs Assessments and Individual Development Plans. Participate in the Coordinated Assessment System to prioritize housing for all Respite Program participants.

Essential Duties & Responsibilities:

- Overall reports to Emergency Housing Director.
- Assists in creating and maintaining an emotionally and physically safe atmosphere.
- Ensure the safety and confidentiality of each resident of Albuquerque Opportunity Center.
- Maintain positive interaction with residents, developing a good rapport with residents and keeping the Respite Program Director informed of any and all known potential behavioral problems that may affect the security of the Respite Care Program.
- Conducts interviews for intake, assessment, referral and reassessment.
- Complete Personal Needs Assessment; Coordinated Assessment for Vulnerability Index; Individual Development Plans with residents.
- Assist in providing case management services, present case finding and review case records; maintaining accurate records and progress notes; and assist with treatment and discharge planning and risk assessments.
- Conduct case follow up, coordinate programs and evaluate social service program delivery.
- Prepare administrative reports, provide consultation to staff; recommends service delivery; provides crisis and/or emergency services; maintains case records and management information systems; observes and describes behavior and interaction.
- Maintains regular contact with assigned caseload and communicates with the Respite Program Manager regarding on-going needs of client; including but not limited to, medical, psychiatric, security or competency considerations.

- Maintains regular contact with assigned clients/ caseload as needed.

Transportation Responsibilities:

- Periodically assist with driver coverage as needed. Which consist of:
- Transporting AOC Respite Residents to and from AOC during the scheduled pick-up/drop-off times- with occasional, limited circumstance pick-up/drop offs to other locations.

Volunteer Assistance Responsibilities:

- Assist in guidance/direction of volunteers in the Respite Care Program.

Front Office Assistance Responsibilities:

- Periodically assist with office coverage. Which consist of:
- Answering phones in a friendly, courteous manner. Transferring calls, taking messages and answering operation questions/inquiries regarding services provided by Heading Home.
- Answering the front door for vendors, donors, residents in need of assistance.
- Receiving, distributing and storing all Respite Care Food.
- Documenting any important messages/data using phone calls/email/Shift Log Notes.

Client File Management Responsibilities:

- Assist AOC/HH Program Director with resident file resolution.
- Assists AOC/HH Program Director with collecting data for various reports.
- Other office/file-related tasks as assigned

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Minimum High School Diploma. College preferred. Work experience with persons who are homeless and/or low-income persons and/or families. Must be able to work with people of diverse backgrounds. Must know how to set boundaries. Strong verbal communication skills needed. Bi-lingual a plus. Must be able to work interdependently and as part of a team.

Skills:

Working knowledge of Microsoft Word, Excel, Power Point, and Outlook.
Knowledge of community projects/resources.
Knowledge of Human Resources principles.

Ability to communicate effectively both orally and in writing.
Ability to meet deadlines.
Ability to compose effective and accurate correspondence.
Experience working in an office setting.
Experience working with people affected by homelessness.

Other Requirements:

Valid New Mexico driver's license and reliable transportation.
Must be willing to participate in workshops and training sessions.

Email David Sisneros at DavidS@headinghome.org with cover letter and resume.