

Ase's Place Intake Home Staff Job Description

Position Title: Residential Support Staff

Location: Ase's Place Intake Home - 91 Place

Reports to: Home Manager

Employment Type: Full-Time and Part-Time positions available (All shifts: 7 AM - 3 PM, 3 PM - 11 PM, 11 PM - 7 AM)

About Ase's Place

Ase's Place is a 90-day intake home serving as the critical entry point for young adults (ages 18-24) experiencing homelessness into our transitional living program. Our mission is to provide immediate stability while creating a supportive environment where residents can engage in essential services, stabilize their situation, and prepare for potential transition to our longer-term housing program.

Position Overview

Residential Support Staff at Ase's Place provide direct support to young adults by maintaining a structured, safe, and supportive living environment. Staff facilitate programming, enforce house policies, assist with daily operations, and build meaningful relationships with residents to support their journey toward stability and independence.

Key Responsibilities

Resident Support & Programming

- Facilitate and participate in structured programming including life skills, peer recovery activities, and personal development sessions
- Support residents in accessing and engaging with therapy, case management, and workforce development services
- Build trusting relationships with residents that promote growth, accountability, and community

- Assist residents with their individual goals and daily living skills development
- Help coordinate mandatory house dinners and community meetings

House Management & Safety

- Enforce house policies including curfew, visitor guidelines, room checks, and substance-free environment
- Conduct bag searches, room inspections, and bed checks according to established protocols
- Manage intake procedures for new residents including belongings search and bed bug prevention
- Maintain accurate documentation of resident participation, incidents, and progress
- Ensure a clean, organized, and well-maintained living environment

Crisis & Emergency Management

- Respond appropriately to medical emergencies following established protocols
- Manage behavioral incidents and conflict using trauma-informed, de-escalation techniques
- Implement and follow safety and security procedures
- Complete incident reports for any significant events or policy violations
- Coordinate with leadership and outside resources during crisis situations

Administrative & Communication

- Document resident activities, behavior, and progress in case management systems
- Maintain clear communication with other staff through shift transitions and team meetings
- Participate in regular staff training and professional development
- Support meal planning, food service, and transportation coordination
- Ensure compliance with program policies and procedures

Qualifications & Requirements

Required Qualifications

- High school diploma or equivalent
- Experience working with young adults, particularly those experiencing homelessness or trauma
- Strong interpersonal and communication skills
- Ability to maintain appropriate boundaries while building supportive relationships

- Commitment to creating a trauma-informed, dignified environment for all residents
- Ability to enforce rules consistently and fairly
- Willingness to work flexible hours including evenings, weekends, and holidays

Preferred Qualifications

- Associate's or Bachelor's degree in social work, psychology, human services, or related field
- Experience in residential settings, crisis intervention, or youth services
- Knowledge of trauma-informed care practices
- Understanding of mental health and substance use challenges
- Experience with conflict resolution and de-escalation techniques
- CPR and First Aid certification

Working Conditions

- Ability to work in a residential environment with young adults from diverse backgrounds
- Must pass a thorough background check
- May require occasional lifting up to 25 pounds
- Must be comfortable enforcing program policies on curfew, visitors, substances, and other house rules

Compensation & Benefits

- Competitive hourly rate (\$21-22/hour, with higher rate for weekend shifts)
- Professional development opportunities
- Meaningful work contributing to disrupting generational poverty and chronic homelessness

How to Apply

Please submit your resume and cover letter describing your interest and relevant experience working with young adults experiencing homelessness.