



## Bethlehem Inn Redmond Job Description

**Job Title:** Resident Support  
**Reports To:** Birch Manager  
**FLSA Status:** Hourly/Non-Exempt  
**Prepared Date:** 12/12/23

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### **Mission:**

Founded in 1999, Bethlehem Inn is a community supported emergency shelter committed to providing a safe, secure and accountable environment for residents to meet basic needs and connect to community resources. Our goal is to support adults in making life-affirming choices and measurable progress towards self-sufficiency.

### **Position Summary:**

Do you understand how to leverage empathy and compassion to resolve conflict? Are you confident and effective in de-escalating challenging situations? Do you like a variety of tasks, even though sometimes mundane like cleaning, either alone or with others to ensure the Bethlehem Inn is welcoming? Do you possess the skills to further the mission of Bethlehem Inn?

The primary responsibility for any staff member is the safety and security of the facility, staff, residents and volunteers, while providing emergency shelter, food and access to available resources. This requires the flexibility of all staff members to adjust to and respond accordingly to immediate issues of concern, whether identified by another staff member, resident or outside representative. Teamwork and open communication between staff is essential. Bethlehem Inn uses the team approach for management and staff, and requires that members of the staff be responsible for holding themselves and other team members accountable. This promotes a healthy, cooperative and fulfilling work environment.

### **Essential Duties & Responsibilities** (*Includes the following though other duties may be assigned*):

- Maintains professional boundaries and utilizes de-escalation skills with clients.
- Maintains security at the Inn by making regular rounds on all areas of the property alert for safety and security issues.
- Supervises completion of am chores.
- Holds residents accountable for their actions in accordance with our rules and regulations and responds immediately and thoroughly with communication, clarification, and procedure.
- Contacts emergency/law enforcement for issues during shift and communicates with Management Team regarding these issues.
- As needed maintains and updates current resident file system and room assignment documents: physical files in drawer, room assignment sheet, and current resident book.
- Creates new client files for Next Steps program.
- Works with volunteers serving during shift (meals, front desk, and donations).
- Washes laundry if needed, including folding and organizing, re-stock laundry.
- Maintains work areas in a clean and organized manner.
- Takes care of cleanliness in the dining room, lounge, front office, staff offices.

- Maintains communication with Bethlehem Inn Bend.
- As needed prepares sack lunches for the next day.
- As needed prepare hot breakfast for participants.
- Maintain communication with Birch Manager on cleaning checklists and other duties as assigned.

### **Professionalism**

- Demonstrates capacity to serve diverse people in a culturally sensitive and non-discriminatory manner.
- Sets and models high standards of honesty, integrity, and ethical behavior.
- Acts with a sense of reasoned urgency.
- Is adaptable and flexible and deals effectively with uncertainty.
- Represents self well with both internal and external customers in day-to-day interactions.
- Maintains strong adherence to ethical standards including, but not limited to, the ability to maintain confidentiality and maintain fiduciary responsibility.
- Demonstrates effective and professional written and interpersonal communication skills.
- Deals effectively with conflict and works towards positive resolution.
- Maintains confidentiality per organizational policy.

### **Planning, Coordination and Teamwork**

- Updates and reviews communication log regarding events taking place during shift.
- Capable of responding to emergency situations quickly and calmly while maintaining control and initiating the proper corrective action.
- Self-motivated, responsive and accountable.
- Provides coverage and assistance for team members in all tasks as required to maintain continuity of services.
- Works as part of a team to find solutions and takes initiative in finding other tasks that need to be completed to assist other team members.
- Nurtures positive optimistic attitude in the staff and communicates a sense of mission to team.
- Capable of communicating effectively with clients in order to control, lead, and motivate behavior.
- Capable of working with the public encompassing all types of behaviors.
- Capable of working independently and with limited supervision while enforcing established policies and procedures.

### **Minimum Qualifications:**

*(Qualifications applicant must possess in order to be considered for the position; possible exception if an applicant possesses appropriate substitute qualifications)*

- Oregon Food Handler's Card (must be obtained prior to first day of employment)
- Ability to exercise sound, independent judgment, to maintain a high level of confidentiality, to respond effectively to emergency and crisis situations and resolve problems.
- Dependability and flexibility.
- Capable of communicating effectively in writing.
- Capable of communicating effectively, clearly, and concisely orally.
- Analytical capability, ability to work effectively with data and identify trends, draw on history and recognize what has worked and what has not.
- Self-motivated with the ability to work with minimal supervision
- Capable of working in a challenging environment while maintaining poise under pressure

### **Preferred Qualifications:**

*(Qualifications which are desired in applicants, however applicants without these qualifications will not necessarily be excluded from consideration if they possess minimum qualifications.)*

- Bilingual English/Spanish preferred.
- Up-to-date CPR/First Aid Certification

**Physical Demands:**

*(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 the duties of this job, the employee is regularly required to sit; stand; walk; use hands to finger, handle, or feel; reach with hands and arms; lift up to twenty (20) lbs; climb two (2) flights of stairs; and talk or hear. The employee is occasionally required to lift up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

**Work Environment:**

*(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

- The work environment can be unpredictable depending on the time of day and resident activity. Bethlehem Inn is a fluid environment and a successful applicant should have the ability to think quickly on their feet and act with patience and compassion. Our residents are people with challenging needs often coming from chaotic circumstances. It is important for all staff to provide an environment of certainty and calm in what can sometimes be confusing situations.
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