

## **Relief Staff - Part-time position**

### Job Description and Duties:

- Be a source of encouragement, prayer and help to Residents and their children when needed
- Answer the house phone to screen all incoming calls
- Answer the doors (to screen visitors, receive donations, welcome guests, etc.)
- Receive and process incoming donations per Director's instructions
- Document any medications taken by Residents on medication logs if applicable
- Occasionally prepare a meal for Residents
- Provide transportation for Residents when necessary
- Be the person to whom all Residents are accountable to with their coming and going in and out of the house
- Be sure Residents are following their schedules
- Complete Staff household responsibilities
- Look for ways to encourage Residents (children included) with words of affirmation and Hope Bucks (our in-house currency) when they go above what is expected in household responsibilities, or in their extra efforts in showing kindness to one another
- Be aware of conversations that may need to be re-directed if they are headed in an unhealthy or negative direction.
- For safety reasons, always know where everyone is in the house, in case of fire or other emergency.
- Assist Director and House Manager with any Intakes, including
  - o possibly serving new applicants or residents a meal or drink
  - o helping process a new applicant's belongings when they move in
- If time permits, and all other duties are completed, check in with Director for other duties to help with
  - o Launder bedding and deep clean rooms in preparation for new Residents
  - o Likewise, when a Resident is dismissed, often she may not have the time to deep clean her room before she must vacate the premises. In these instances, Relief Staff will take on this responsibility
  - o Help keep storage areas neat and organized
  - o Possibly transfer unneeded items to Save-n-Share or to the Re-Use It Center

- Call Director and Coach immediately and send an email Incident report to both when needed to document any Incidences, i.e.:

- o Emergencies

- o Broken Curfew by a Resident

- o Rule infractions

- o Disruptions to the House

- Arguments amongst Residents or Staff

- Danger of any kind

- Help in any other way needed or requested by Director or Fellow Staff members Evening Shifts: Same as above, as well as:

- Close all curtains/window covering at dusk

- Make sure outside lights are on at each entrance (front, south, deck doors) at dusk

- Bring in Flag from front porch at dusk

- Check tub on porch for donations Sunday shifts: This is a day of rest for all Residents. No household responsibilities are assigned, and leftovers are generally eaten at noon and evening meals. Must be available for Residents if they have any need of support. Important note: Background checks must be run on all Volunteers and Staff working closely with residents. Thank you for your understanding.

Qualifications:

- Basic computer knowledge is required, ie: Word, Excel, Google Docs

- Able to walk and climb stairs Staff must be:

- Ministry-minded

- Creative in meeting the needs of the household budget when necessary

- Patient, compassionate and non-judgmental

- Able to resolve conflict positively and Biblically

- Able to give firm yet loving guidance, being consistent in her handling of the women and children

- Strong in organizational skills, flexible and efficient

- A 'team-player' along with other Staff members

- A good communicator to authority, peers and Residents

- Loyal and committed to Mt. Hope's mission and vision

- Knowledgeable of situational and generational poverty/dysfunction and the resulting behaviors and mindsets