



The Kansas City Rescue Mission currently has an opening for a part-time Residential Care Mentor at our Women's Center. The KCRM Women's Center is a 20 bed residential facility for single, homeless women located near downtown KC. Available shifts vary.

## Job Description

**Job Title:** Women's Center Residential Care Mentor

**Type of Staff:** Part-time (non-exempt)

### Job Overview:

In collaboration with the Lead Mentor, the Residential Care Mentor will serve as the Center's point of contact and liaison for the day-to-day shift activities and responsibilities at the Center. The Residential Care Mentor will have a clear understanding and interpretation of all policies and procedures as outlined in the Women's Center Policy and Procedures Manual and will have the ability to appropriately implement as needed with accurate documentation. She will be responsible for working with other Residential Care Mentors to serve as a teacher and mentor for the Center residents and clients.

### Job Qualifications:

- Must conform to KCRM's *Qualifications for Employment*, support the *Statement of Belief*, and *Mission, Vision and Values* as outlined in the KCRM Employee Handbook
- Must possess a strong Christian character and be loyal, patient, tactful, pliable, and teachable
- Minimum of 2 years' experience and practice in the social service field with knowledge, sensitivity, and experience in areas focused on women's needs; experience with homelessness, domestic violence, trauma, substance abuse, human trafficking, mental illness and/or other challenges. Bachelor's Degree preferred and valid driver's license required
- Committed to increasing personal knowledge in understanding homeless services
- Excellent follow-up skills, analytical thinking, and the ability to find creative solutions
- Demonstrate an ability to work and interact appropriately in the field with people from diverse backgrounds. Must be compassionate and understanding of the clients
- Excellent written and oral communication skills
- Knowledgeable and proficient in Word, Excel, and Outlook

- Ability to multi-task, organize, prioritize, pay attention to detail, and to complete tasks in a professional timely manner
- Ability to both take direction and to work autonomously when necessary
- Ability to work effectively in a fast-paced and dynamic environment while exposed to the disturbing emotional and physical traumas of clients
- Ability and willingness to work as a team member and support the mission and goals of the KCRM Women's Center
- Understands safety risks faced by women and staff confronting issues of domestic violence, human trafficking, mental illness, and substance abuse
- Commitment to the confidentiality and safety of women in the Center; strict adherence to the KCRM Women's Center policies and procedures
- Ability to form and nurture trusting relationships with Center residents in order to create and nurture a mentoring community that role-models compassion and positive interactions with other Residential Care Mentors and residents.

**Duties and Responsibilities:**

- Monitor the Women's Center Campus, security system, phone calls, entry doors and resident safety. Screen anyone coming into the center; manage sign-in sheet, issue visitor and volunteer passes, administer Breathalyzer, provide staff support, and ensure no contraband is brought in
- In conjunction with the Clinical Treatment Team, Nurse, Lead Mentor, and Resident Care Coordinator, assist with health-care and medical needs of clients; as well as security of medication; this includes monitoring access to medication, client compliance with prescribed medication, completing medication log, and properly securing all medication and first aid supplies
- Encourage and nurture a mentoring community that promotes relaxation, peaceful and restorative rest, and compassionate role-modeling and teaching times for residents.
- Carry out the various shift responsibilities and tasks of the Women's Center: ensure client confidentiality in accordance to policy, maintain accurate records and documentation of all clients and their activities and behaviors, maintain physical safety of all clients, process and handle all client emergencies according to policy, assess and inventory Center's physical needs (including food, sanitation, supplies, maintenance, etc.), prepare and monitor the chore and laundry schedule and assist clients with details and provide necessary items for clients
- In collaboration with the Lead Mentor, ensure compliance with policy and procedure through role-modeling, observation, shift-change meetings, and mentoring meetings
- In collaboration with the Resident Care Coordinator and Lead Mentor transport clients to activities as needed and ensure that clients are coming and going to/from the center according to procedure

- Maintain accurate records, data bases, statistical information, and documentation
- Manage meal times which include taking inventory of food stock, coordinating meals with the Men's Center, serving food, and assisting in healthy meal preparation by clients or volunteers
- Manage the front desk as needed: answer phones; greet and welcome guests, staff, and clients; provide tours; sign in visitors and clients; complete over the phone intakes; etc.
- In a mentoring approach and intervention, manage conflicts and challenging and/or difficult situations among clients, staff, and/or volunteers by role-modeling appropriate and responsive behaviors and interactions that mirror professionalism, de-escalates aggressive behaviors, communicates desired outcomes and results through empathy, compassion, and understanding that examples a Christ-like approach
- Participate in relevant trainings and residential care meetings such as CPR, first-aid, non-violent crisis intervention, food management, clinical team meetings, direct care staff meetings, shift change meetings, etc.
- Communicate with the Lead Mentor and Resident Care Coordinator about activities, events, staffing, and overall needs of the center and identify gaps and strengths for safety, security, organization, order, and cleanliness to ensure that all needs are met and the facilities and grounds are cared for
- Assist Lead Mentor and Resident Care Coordinator in facilitating outlined procedures for emergency response and evacuation and facilitate periodic tornado and fire drills
- Work with the Lead Mentor to perform other duties as assigned and needed