



Resident Support Specialist

Department: Aid and Assist | Reports to: Aid and Assist Program Manager

The Northwest Regional Re-entry Center (NWRRC) is a non-profit organization which has been in continuous operation since 1964. We operate a 100-plus bed residential re-entry center and provide transitional services to offenders re-entering society from incarceration, for probation clients serving sanctions for violations of their supervised release, and for those under community restoration orders. Our mission is to support, educate and encourage our residents, while they do the work necessary, to develop and implement an Individualized Program Plan that guides them in the successful transition back into their communities/families including finding employment and housing, without reoffending. We are also committed to assuring constant supervision, providing structure for accountability and as a result, protecting the community.

Our Position:

We are seeking an individual with a passion for providing high quality service in a residential setting to fill a **full time, Resident Support Specialist** position. The purpose of this position is to plan, design, and carry out recreational programs, events, and life skills activities for NWRRC residents. This position supports the Program Manager and Case Manager in providing programming to help residents manage the effects of their mental illnesses while in community restoration.

The primary population served includes adult men and women 18 years or older who have serious mental illness and who often have not yet established/reestablished the ability to fully aid and assist in their legal defense because of their psychiatric conditions. Common psychiatric conditions include: schizophrenia, bi-polar disorder, major depression and psychotic disorders not otherwise specified. Individuals may also have a high prevalence of co-occurring substance use disorders. As a result, the intensity of contact with residents can cause stress. NWRRC is a community corrections facility and as such, the Resident Support Specialist will have interactions with other criminally involved residents.

Responsibilities:

- Motivate and encourage residents with severe and persistent mental illnesses
- Demonstrate exemplary interpersonal skills; this includes role modeling appropriate life skills and behaviors, maintaining personal integrity, and upholding healthy boundaries
- Plan, design, develop, coordinate, and facilitate a variety of individual programs and group activities; such as recreational and life skills programs and activities that contribute towards mental, emotional and physical wellness
- Provide one on one support to assist residents in complying with community treatment orders and facility rules and procedures; assist in activities of daily living
- Utilize proactive intervention to maintain a safe and secure environment for everyone at NWRRC; observe, monitor, report and document challenging, aggressive, or socially destructive behavior and provide necessary intervention and de-escalation
- Maintain ongoing documentation, participate and present in team meetings, and interact with a broad range of providers; this includes providing communication to community partners and courts as deemed necessary by Program Manager
- Assist residents in overcoming barriers to care. This may include assistance with obtaining birth certificates, social security benefits, medical or psychiatric care, chemical dependency services, and working closely with residents to complete all forms necessary to receive and access services

- Provide legal skills training to residents who have Aid and Assist concerns as identified by the courts and who are under “treat until fit” orders. Legal skills training can be done individually or in groups
- Assist Case Manager with interaction and engagement with community support persons including family, attorneys, county case managers, and mental health care providers
- Assist in monitoring inventory and ordering supplies to meet program, activity, and resident needs
- Other duties as assigned

Qualifications:

Resident Support Specialist I: Prior experience with mentally, emotionally, behaviorally, or physically impaired persons is preferred, as well as education in a related field.

Resident Support Specialist II: Two years of experience providing social services with mentally, emotionally, behaviorally, or physically impaired persons is required. A degree in a relevant field may be considered in lieu of experience but a combination of experience and education is preferred. Your experience, background, and education must include:

- Ability to work with and knowledge of working with persons with severe and persistent mental illnesses including motivational interviewing, trauma informed care, and de-escalation techniques
- Basic understanding of elements of case management, social services, and how to effectively collaborate with a broad range of providers and community stakeholders
- Basic ability to respond to interpersonal conflict and crisis, and how to use de-escalation tactics
- Ability to work with a vulnerable and diverse population with physical, emotional, mental, and/or social challenges
- Ability to build rapport and adapt interaction style to meet unique individual needs
- Ability to stay organized and prioritize
- Ability to observe and accurately document behavior
- Ability to effectively communicate verbally and in writing with others

Availability: Ability to meet the 24/7 demands of the facility and available to work on short notice. This position will require availability between 7am and 9pm, 7 days a week, and includes working holidays.

Clearance: Must successfully pass a background investigation and drug screening to work in a facility with Federal and State offenders. The use of/testing positive for any federally controlled substance, including any detectible level of cannabis, is not tolerated.

Certificates/Licenses: A current and valid driver license is preferred.

COVID-19 vaccination: For the ongoing safety of our staff, residents and public, all staff are required to be fully vaccinated against COVID-19. Proof of vaccination is required upon hire.

Perks:

We offer great benefits and perks to our full-time staff. Here are some highlights on what we offer:

- Industry competitive wages with the potential for generous merit-based increases
- A supportive environment where growth is promoted
- Generous time off, including PTO, vacation and sick time
- Employer-funded SEP-IRA retirement plan (after 1 year); NWRRC currently contributes 7% of your gross wages
- 100% employer-paid medical and dental insurance premiums
- Tuition assistance, fitness center subsidy, and a free daily meal!

How to Apply

For consideration, submit a resume and cover letter describing your interest and how you meet the qualifications. Email your submission to Jessica, HR Specialist, at jessicad@nw-rrc.org.

Thank you for your interest in joining our team!

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