



**Job Title:** Senior Resident Support Specialist

**Job Grade** VI

**Location:** Lighthouse Women's Residence- 244 Hempstead Ave. Buffalo, NY 14215

**SUMMARY:**

Functions as Resident Support Specialist (RSS) team leader. Works with Clinical Team to ensure proper Management of the facility. Supports RSS staff in the maintenance of a stable and therapeutic environment and may assist in their supervision. Under direction of program supervisory staff, schedules Resident Support Specialists and on-call staff. Participates in household management tasks such as preparation of meals or housekeeping and other program related activities as needed.

**Will have a flexible schedule based on the needs of the program:**  
**Must be available weekdays, evenings and weekends**  
**Must have knowledge of scheduling and payroll function**

**Responsibilities:**

- Maintains updated list of residents' external appointments and schedules vehicles and staff. Drives clients to appointments when other staff in unavailable.
- Works with counseling staff to resolve conflicts in transportation schedule.
- Utilizes interactions in the work environment to provide leadership and support to RSS staff.
- Provides medication monitoring.
- Interacts with clients in supportive manner and models appropriate behavior.
- Monitors client interaction with children.
- With supervisory input, develops monthly RSS schedule. Arranges for on-call staff as directed. Maintains Payroll documentation.

**Knowledge, Skills & Abilities:**

Good verbal and written communication skill. Excellent organizational, problem-solving and leadership abilities. Must have strong, positive social interaction skills, knowledge of good parenting and the ability to interact effectively with recovering women and their children. Basic knowledge of addictions and recovery required.

**QUALIFICATIONS:**

Associates degree or equivalent in human service field and one year in a human service agency or health care facility OR High school diploma or equivalency and six years' full time paid experience in a human service agency or health care facility. Clean NYS Driver's license required. Will be driving/escorting clients to appointments in large agency owned van. Bilingual capability (Spanish/English) desirable.

**To apply, please use the following link:**

**[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=bc8d9065-32e2-4324-a1f6-642d23e837bf&jobId=220551&lang=en\\_US&source=CC2&cclId=19000101\\_000001](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=bc8d9065-32e2-4324-a1f6-642d23e837bf&jobId=220551&lang=en_US&source=CC2&cclId=19000101_000001)**