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## **POSITION DESCRIPTION**

### **Emerging Adults Resident Mentor**

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#### **ABOUT URBAN TRIAGE, INC.**

Urban Triage, Inc. is on a mission to transform culture, institutions, and communities to ensure a humane future. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, we do this with the community's trust and track record to carry out the work.

#### **POSITION OVERVIEW**

The Emerging Adults Resident Mentor supports vulnerable youth aged 18-21 who are transitioning out of foster care or residential care settings or are experiencing homelessness and housing insecurities. The aim of the Resident Mentor position is to provide a safe, stable, caring, trauma informed, and supportive living environment in which youth can develop and practice independent living skills in a shared and supported environment. Additionally, the program supports youth in their transition to an independent and permanent living arrangement to garner the resources and practical skills needed to secure and keep permanent housing.

The Resident Mentor position is a live-in mentor who works to create a safe, stable, caring, and supportive living environment for our youth tenants at the Roth Street House. The Resident Mentor acts as a positive role model for these youth, leading by experience and example and showing them how to take responsibility for all elements of independent living such as cooking, budgeting, household maintenance, and health routines. and more broadly in their personal conduct within the community. The Resident Mentor will ensure that all services are provided by the Urban Triage Mission, Vision, and Value Statements; Code of Conduct; and Policies and Procedures.

## QUALIFICATIONS

- Be committed to the mission of Urban Triage.
- Be passionate, trustworthy, and empathetic when working with staff and program participants.
- The ability to build relationships with different types of people, including program participants, organization members, and healthcare providers.
- Good communication and interpersonal skills and can speak concisely to youth residents and Care Team members.
- Flexible and able to adapt to different situations.
- Ability to keep all information private and confidential.
- High-quality organizational skills.
- The ability to build relationships and coalitions within the community.
- Excellent verbal, written, critical thinking, and problem-solving skills.
- Possess a valid state-issued Driver's License.
- Must be able to pass a criminal background check.
- Have a strong understanding of cultural competency with the target population.
- Bilingual (English/Spanish) strongly encouraged.
- This is a live-in, overnight position.
- Basic housekeeping skills.

## TASKS AND ROLES

- Develop appropriate relationships with the youth residents of the Roth Street House.
- Be a positive role model in the home, leading by example in showing others how to take responsibility for household chores and routines and how to manage their day-to-day living needs.
- Be respectful and considerate of the youth residing in the home.
- Participate in discussions, house meetings and training sessions.
- Participate in a minimum weekly supervision with a member of the Operations team.
- Be a liaison with Operations staff on a regular basis on issues affecting the youth residents.
- Always act in the best interests of the resident youth.
- Protect the confidentiality of the youth residents.
- Ensure that the policies and procedures of Urban Triage are adhered to.
- Resolve minor in-house disputes with residents.
- General administrative duties include but are not limited to maintaining and ensuring housing contracts are signed and adhered to, maintaining log sheets, and managing the day-to-day activities of the Roth Street House.
- Maintain activity calendars and databases (HMIS, Keela, and Google Suite).
- Perform general management duties, including but not limited to resident check-ins, training, and development.
- Attend all appropriate program-related meetings to ensure compliance with program requirements.
- Other duties as assigned.

## **BENEFITS**

- Life, Dental, and Vision Insurance.
- Employee Wellness Benefits up to \$10K for executive-level employees.
- Receive 4 Weeks of Vacation plus PTO and Sick Leave Annually.
- Two Weeks of Paid Time Off for Christmas Break.
- Qualify for Disability Insurance after one year for all executive-level employees.
- Qualify for bonuses after one year of employment.
- Qualify for employee compensation incentive after one year of employment for all executive-level positions.

## **DISCLAIMER**

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

## **COMPLIANCE REQUIREMENT**

This job adheres to the ethical and legal standards and behavioral expectations outlined in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations, as well as company policies and training requirements.