

Job Title: Resident Support Specialist (On-Call)

Employment Type: Part-time/On-Call

FLSA Status: Non-Exempt

Department: Fernhurst Residence

Location: O'ahu, Hawai'i

Organization Overview

YWCA Oahu was established in 1900 and is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom, and dignity for all. We are the oldest and largest women's membership organization in the State of Hawaii and is a charter member of YWCA USA. Our focus areas include Economic Advancement, Business and Leadership. YWCA Oahu is comprised of three locations across O'ahu: Downtown Honolulu, Kokokahi in Kaneohe and Fernhurst in Makiki.

Position Summary

The Resident Support Specialist (RSS) position is located at Fernhurst in Makiki, a three-story residential facility that primarily serves women who are rebuilding their lives after major hardships. The RSS helps create and maintain a physically and emotionally safe living environment for residents, staff, and visitors using a trauma-informed, person-centered, and culturally responsive approach. They support residents in following community guidelines and shared expectations in ways that promote dignity, respect, and accountability. The RSS builds positive, professional relationships with residents while maintaining clear and compassionate boundaries. The RSS collaborates with case management by sharing observations and information using strengths-based, respectful communication. This is an entry-level position and no prior housing, social services, or clinical experience is required. Training is provided.

Minimum Qualifications:

High school diploma, GED, or equivalent

Willingness to learn, follow guidance, and work as part of a team

Ability to communicate respectfully with people from diverse backgrounds

Comfort maintaining professional boundaries and confidentiality

Ability to stay calm and ask for support in challenging situations

Must successfully pass a background check

Available to work periodic evening, overnights and weekends

Duties and Responsibilities

This is an entry-level position. No prior housing or social services experience is required. Extensive training, shadowing, and ongoing team support are provided. Staff are never expected to handle situations without guidance or follow-up support.

Supporting Residents & Community

- Help create and maintain a physically and emotionally safe living environment for residents, staff, and visitors using a trauma-informed, person-centered, and culturally responsive approach.
- Support residents in following community guidelines and shared expectations in ways that promote dignity, respect, and accountability.

- Build positive, professional relationships with residents while maintaining clear and compassionate boundaries.
 - Collaborate with case management by sharing observations and information using strengths-based, respectful communication.
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Safety, Monitoring & Daily Operations

- Conduct regular resident counts and walkthroughs to support safety, structure, and transparency within the residence.
 - Facilitate resident sign-in and sign-out procedures and approved requests with clarity, fairness, and consistency.
 - Monitor visitors, deliveries, parking, and approved vehicles in ways that protect resident privacy and safety.
 - Maintain key and key fob control and support property accountability to ensure a secure environment.
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Responding to Concerns & Emergencies

- Support residents during conflicts or stressful situations by using de-escalation techniques and trauma-informed practices (training provided).
 - Participate in fire drills and emergency evacuations, providing calm guidance and clear communication to residents.
 - Observe and report safety concerns, program violations, or changes in behavior in a timely, non-judgmental manner to appropriate staff.
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Documentation & Communication

- Accurately complete logs, reports, and documentation related to incidents, activities, and daily operations, following training and established procedures.
 - Communicate clearly and professionally with team members through verbal and written documentation.
 - Complete administrative tasks such as answering phones, data entry, and maintaining logs while upholding confidentiality standards.
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Health, Wellness & Program Procedures

- Conduct urine analysis collections and alcohol testing in accordance with program protocols, ensuring privacy, professionalism, and respect (training provided).
- Support medication monitoring and medication logs in coordination with case management, following established procedures and documentation requirements.
- Monitor and document on-site meal services, including “Save-a-Plate” and “To-Go” meal distribution, to ensure equitable access and program compliance.

Facilities, Rooms & Living Environment

- Conduct routine room inspections using a checklist to ensure safety, cleanliness, and compliance with program standards.
 - Assist with move-in and move-out room inspections by documenting unit condition, furnishings, cleanliness, and any damages according to established procedures.
 - Support a clean and orderly living environment by overseeing shared spaces and resident chore participation.
 - Identify and promptly report maintenance, equipment, supply, or technology concerns.
 - Maintain clean and organized work areas at the end of each shift and track supply needs to support continuity of care.
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Schedule and Availability

- Part-time, hourly, non-exempt position.
- Must be available to work a flexible schedule, including evenings, overnight shifts, weekends, and holidays.
- Availability to accept additional shifts on short notice is highly desirable.
- There is no guaranteed weekly schedule; hours are based on operational needs, with opportunities for regular and additional shifts.

Physical Requirements

- Ability to stand and walk for extended periods.
- Ability to climb stairs and perform frequent building rounds.
- Ability to lift up to 25 pounds.
- Ability to respond quickly to emergency situations.

What You'll Actually Do on a Shift (Plain-Language Summary)

On a typical shift, you will:

- Be a visible, supportive presence in the residence to help residents feel safe and respected
- Check common areas, complete walkthroughs, and help keep the building running smoothly
- Support sign-ins, sign-outs, visitors, meals, and daily routines
- Talk with residents, listen, and redirect concerns using training and clear guidelines
- Respond calmly to issues or emergencies, using team support and established procedures
- Write brief notes or logs about what happened during your shift
- Work alongside coworkers and reach out to supervisors when questions come up
- You are not expected to know everything right away. Training, shadowing, and teamwork are part of every shift.

Who This Job Is Great For

This role is a good fit for someone who:

- Is new to the workforce or looking to build experience in a supportive environment
- Has experience in customer service, hospitality, caregiving, or community work (helpful, but not required)
- Cares about helping others and contributing to a safe, respectful community
- Learns best through hands-on training and working with a team
- Is interested in social services, housing, or nonprofit work but doesn't know where to start

What We Emphasize

- Learning and growth over perfection
- Team support and clear protocols
- Safety, dignity, and respect for all
- Asking questions and using training

Pay & Benefits:

\$18.00/hour to start, potential to increase up to \$20.00/hour after successful completion of probationary period.

Differential for overnight shift.

Benefits package outlined in Employee Handbook.