

Resident Support Specialist - Relief Overnight

Department: Fernhurst Transitional Housing Program

Reports To: Operations Manager

FLSA Status: Non-Exempt (Hourly)

Employment Type: Part-time/Flexible

Position Summary

The Relief Residential Monitor provides essential support to ensure uninterrupted 24-hour coverage at Fernhurst Transitional Housing. This position primarily provides coverage for overnight shifts and serves as a key resource for staffing needs related to vacations, training, leave, and other planned or unplanned absences. Relief Residential Monitors help maintain a safe, secure, and welcoming environment for residents, staff, and visitors while supporting the YWCA O'ahu mission of empowering women and strengthening families.

Essential Duties and Responsibilities

- Provide resident monitoring coverage for planned and unplanned needs.
- Conduct regular interior and exterior security rounds.
- Monitor building access and verify authorized entry.
- Respond promptly and professionally to emergencies, resident concerns, and incidents.
- De-escalate conflicts using trauma-informed and customer service-oriented approaches.
- Enforce facility rules and safety procedures consistently and respectfully.
- Conduct fire drills as scheduled.
- Complete incident reports, shift logs, and required documentation.
- Coordinate with Fernhurst staff, emergency responders, and law enforcement when appropriate.
- Observe and report maintenance, safety, or security concerns.
- Participate in required staff meetings and training.
- Perform other duties as assigned to support safe facility operations.

Minimum Qualifications

- High school diploma or equivalent.
- 21 years of age or older.
- Complete a background check and drug test. Instructions will be given at the time of hire.
- One year of experience in security, residential services, social services, hospitality, military, law enforcement, or a related field preferred. All necessary training will be provided.
- Ability to remain calm and exercise sound judgment during emergencies.
- Strong interpersonal and communication skills.
- Ability to work independently with minimal supervision.

- Basic computer skills and ability to complete written reports.
- Valid driver's license preferred.

Schedule and Availability

- Part-time, hourly, non-exempt position.
- Primary responsibility is coverage of overnight shifts, generally 10pm-6am.
- Must be available for a minimum of two overnight shifts.
- (16) hours per week minimum will be scheduled.
Opportunities for additional shifts may be available.
- Flexible schedules, including evenings, overnight shifts, weekends, and holidays, and ability to accept additional shifts on short notice is highly desirable.
- Schedule is provided in advance whenever possible; occasional short-notice coverage opportunities may be available.
- Opportunities exist for both regularly scheduled overnight shifts and additional relief hours based on program needs.
- Candidates with consistent overnight availability are strongly encouraged to apply.

Physical Requirements

- Ability to remain awake during overnight hours.
- 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.

Desired Qualities

The successful candidate is dependable, adaptable, professional, and comfortable working independently during overnight hours. They demonstrate excellent attendance, strong customer service skills, sound judgment, and a collaborative approach to supporting residents and coworkers. They are committed to providing a safe, respectful, and trauma-informed environment for women in transitional housing.

YWCA O'ahu is an Equal Opportunity Employer and is committed to creating an inclusive workplace where all employees are treated with dignity and respect.