

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint Commission accredited organization, is seeking **Urban Rest Stop (URS) Hospitality Attendant** to join the Urban Rest Stop in the Jacksonville Area.

The Urban Rest Stop (URS) is a day resource center located on the Sulzbacher campus. The URS is a place for individuals experiencing homelessness to access showers, laundry, mail service, meals, and storage. The URS Hospitality Attendant assists with daily operations including coordinating safe, private access to showers, monitoring of the library/common area, monitoring the URS for safety hazards and cleaning needs, de-escalation of situations as they arise, communication with on-site Jacksonville Sheriff's Office (JSO) Officer, communication with Sulzbacher staff regarding Sulzbacher meals, and support with quick resources. The URS Hospitality Attendant will interact with unsheltered homeless and ensure URS visitors are treated with respect and dignity while visiting the URS.

Some of the responsibilities of the position include but are not limited to:

- Opens and secures the URS weekends.
- Ensure the URS remains open from 8:00a.m. to 5:00 p.m. Saturday and Sunday.
- Minor facility cleaning at opening, closing, and between meals.
- Maintains shower schedule and monitors/enforces schedule.
- Provide shower and laundry kits to URS visitors.
- Assist clients with general resource information (brochures).
- Answer phone or respond to walk-in inquiries about LINK or QUEST services.
- Identifies and reports any facility issues to Sulzbacher staff.
- Notifies JSO officer of any safety concerns.
- Collects and records basic URS utilization data.
- Assist partner agencies with any weekend activities or events.
- Documents all adverse incidents and reports events to appropriate staff.
- Presents as a professional representative of Mental Health Resource Center to all URS visitors, Sulzbacher staff, JSO officer, and all visitors.

Position Requirements:

In order to be considered candidates must have a High School diploma or equivalent.

Experience working with persons experiencing homelessness preferred.

Experience in de-escalation skills for individuals in crisis situation preferred.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including individuals served, families, caregivers, community service providers, supervisory staff and other department professionals.

Position Details:

This is a PRN (as needed basis) position: Saturday and Sunday, 8:30am to 5:00pm.