



JOB DESCRIPTION

JOB TITLE: Residential Overnight Support Staff 12.2025
REPORTS TO: Residential Assistant Director
STATUS: Full time 11pm-7am, Wednesday - Sunday nights

PRIMARY FUNCTIONS:

- As a member of the residential staff, responds to situations that may arise during the hours of 11pm-7am.
- Provides after-hours overnight support during nights and weekends to residents.
- Conducts room inspections and facility walk-throughs.
- Communicates effectively and works cooperatively with residents, VOC staff, and community professionals.
- Maintains documentation of interventions, meetings, and required correspondence.
- Communicates concerns regarding client statements or behaviors to appropriate program staff.
- Provides individual support to clients and facilitates conflict resolution between residents.
- Actively participate in agency meetings and training sessions.
- Administers observed urine screens and Breathalyzer if needed.
- Supports the mission of VOC, and collaboration both inside and outside of the organization.

QUALIFICATIONS:

- HS diploma or higher level of education achieved along with one year of experience in a residential facility or other relevant work experience.
- Experience working with veterans and/or the homeless and at-risk population strongly desired.
- A veteran or a person with solid knowledge of veterans' issues and special needs strongly preferred.
- Proficient/Skilled in use of web portal, the internet, and Microsoft Office applications.
- Valid NY State driver's license and clean driving record.
- Reliable, dependable, and capable of maintaining confidentiality.
- Ability to adapt to a flexible work schedule.
- Able to work effectively with a culturally diverse population.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.
Veterans of the U.S. Armed Forces are encouraged to apply.***