



POSITION TITLE: The Aerie – Resident Mentor
LOCATION: Red Deer, Alberta

PROFILE

Reports to: Maternity Home Director (MHD)
Supervises: Volunteer(s)
Position Type: Casual
FTE: Fluctuates
Remuneration: Grade 1

SUMMARY STATEMENT

The role of the Resident Mentor promotes a nurturing home that supports healthy pregnancy and positive parenting. The individual in this position serves as a role model for the residents and possesses excellent conflict resolution skills, cleaning, and organizational skills. The Resident Mentors work very closely with the residents and their children and are critical to their success in the program. This position reports to the MHD, but daily tasks are overseen and delegated by the Resident Administrator.

KEY RESPONSIBILITIES & EXPECTATIONS

I. SPIRITUAL LEADERSHIP

- Create a culture that reflects Jesus' core value of love
- Model loving one another, forgiving one another, bearing one another's burdens and regarding others more highly than yourself
- Extend grace and lead with humility
- Promote unity and a loving workplace community
- Be a role model spending time with God to nourish, strengthen and grow in a relationship with Him
- Seek God's will through prayer both with and for volunteers and staff
- Serve by empowering and supporting others
- Inspire others to move from where they are to where God wants them to be
- Explore and apply scripture as it relates to the CAPCC

II. ADMINISTRATION

- Fulfill the requirements of all home procedures, ensuring compliance among the residents and recommending changes when appropriate
- Actively participate as a team member using a collaborative approach for initiating resident engagement and conflict resolution

- Attend staff meetings as scheduled and when requested
- Create work projects and activities for the clients for engagement and learning purposes
- Ensure compliance with The Aerie policies and procedures
- Stay abreast of contact and staff notes
- Communicate clearly with other staff utilizing the staff book
- Complete all daily contact notes before the end of each shift
- Ensure the completion and submission of staff and resident forms in a timely fashion

III. RESIDENT MENTORSHIP

- Cultivate a positive and engaging living environment that fosters a sense of belonging and enable residents to build positive relationships with one another
- Serve as a role model to residents in personal and professional behaviour, helping educate residents on attachment, child development, and healthy parent/child relationships
- Address all resident concerns and complaints in accordance with CAPCC/Aerie policies and procedures
- Empower residents to self-enforce Resident Manual guidelines and respect the rights of others
- Facilitate any discipline necessary in accordance with policy and procedure, escalating and collaborating on complex conflict as necessary to the MHD
- Assist in orienting a new resident to their neighbourhood
- Explain policies and procedures to residents, answering any questions they may have about rules and conduct and providing reminders when required
- Supervise, support, and mentor residents
- Assist when necessary in arranging travel for appointments
- Escort clients when appropriate and/or delegated by RA/MHD to appointments, utilizing public or personal transportation
- Schedule and host pre-arranged visitations
- Assist the residents in scheduling outings
- Enforce the policies and procedures of The Aerie, including curfews and apply the appropriate consequences

IV. HOUSE MANAGEMENT

- Assist in welcoming a new resident to the home and follow protocols as assigned (e.g. belongings search, providing keys, etc.)
- Complete house orientation activities when requested
- Ensure general tidiness and cleanliness of the home is maintained, and chores are completed
- Assist residents with weekly meal planning and grocery shopping as required
- Assist with meal preparation and cooking when required, following food safety guidelines and regulations
- Assist in creating work projects or activities for the residents

V. OTHER

- Answer the main phone line when necessary
- Book appointments for residents when necessary
- Other duties as required.

Qualifications

- A committed Christian who demonstrates a vital walk with Jesus Christ as Savior and Lord
- Committed to equipping women to make educated choices that are best for them and non-judgmental support regardless of their choice
- Agreement with and willingness to uphold the Centre's Statement of Faith, Statement of Principle, Code of Conduct, and Policies and Procedures
- A team-oriented person who can provide spiritual leadership to encourage growth in the residents
- Dependable and responsible with a heart to serve
- Strong interpersonal and conflict resolution skills
- Compassion and understanding for women in crisis pregnancies and experience working with pregnant women
- Strong discernment, crisis management, and problem-solving skills
- Ability to set professional boundaries
- Excellent communication skills with an ability to give clear instructions
- Counselling and/or peer mentorship experience is preferred but not required
- CAPCC training/Current CAPCC service/Willingness to receive CAPCC training
- Clear Criminal Record Check and Child Intervention Record Check
- Standard First Aid and CPR
- Food Safe Handling Certificate
- A vehicle in safe working condition with a clean driver abstract
- 2 million dollar liability insurance

Working Conditions

- May be exposed to infectious disease, physical and/or verbal aggression from residents
- The majority of work will be in a home environment
- Exposure to residents with mood disorders, anxiety disorders, obsessive compulsive disorders, and trauma-related disorders and substance use/abuse.
- Exposure to residents who experience panic attacks and suicide ideation
- Some travel within Red Deer for the transportation of clients and babies
- Physical requirements include sitting, standing, bending, stooping, using stairs, picking up and holding infants and children, lifting up to 25 pounds.

Last Updated: April 2019