



Front Desk Employee/ Resident Advocate (part time, weekend nights) Job Posting

Dove Recovery House for Women is committed to empowering women to become substance free, self-sufficient, and healthy by providing safe housing, quality programming, and – above all – hope for their future. Our location in Indianapolis, Indiana is seeking individuals who are organized, able to multi-task, familiar with substance abuse services and team oriented to provide high quality services through the front desk to women residing at the facility, women seeking services from Dove House, and community members.

Part time positions for WEEKEND NIGHTS for front desk employee/Resident Advocate are available and will monitor the daily interactions of the front desk, to include client needs, community members, assists staff as needed, assists with new admissions and maintains the safety of the facility 24 hours/day/365 days/year.

Essential duties and responsibilities include the following.

1. Receive and welcome incoming phone calls on the business line and in-person guests and visitors and relay messages to appropriate staff.
2. Assure security of the building by making a minimum of hourly rounds per shift to include all levels of the building and document activities that occur on each shift. Manage emergency situations as needed to ensure safety of facility, staff and residents.
3. Monitor resident interactions and enforce facility rules.
4. Uphold Dove House policies and procedures.

Competencies required:

Computer software skills required include: Microsoft Outlook, Word, Excel. Ability to operate a printer, copy machine, scanner and other office equipment is required. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly.

- Able to make decisions and provide guidance with complicated processes or difficult clinical scenarios
- Ability to work in high stress environment and with diverse client and staff populations while providing high quality customer service and prioritizing teamwork
- Familiarity with Trauma Informed Care, Mental Health and Substance Abuse Disorder
- Using databases for tracking client services is a must
- Knowledge and understanding of the medical model of the Disease of Addiction and 12-step programming
- Conflict resolution, setting and upholding appropriate boundaries, having high ethical standard and being organized are minimum requirements to be successful in this position
- Problem solving skills and ability to multi-task

Resumes, along with cover letter, should be emailed to Lara Chandler, lchandler@doverecoverhouse.org. No phone calls please.

Dove Recovery House for Women is an Equal Opportunity Employer and does not discriminate on the basis of race, gender, protected veteran status, disability or any other legally protected status.