



Residential Support Specialist

Our Mission

At In My Shoes, through our Core Values of Dignity, Humility, and Grit, we provide a safe and welcoming community for women who are pregnant and experiencing homelessness or housing instability. We are committed to walking alongside mothers as they build stability, confidence, and healthy families.

Position Summary

Residential Support Specialists provide daily on-site coverage at the maternity home, helping ensure a safe, structured, and welcoming environment for resident mothers and their babies. This role supports the day-to-day rhythm of the home through resident interaction, safety monitoring, and operational support during assigned shifts.

Staff serve as a consistent adult presence in the home, offering encouragement, guidance, and support while upholding house expectations and maintaining appropriate professional boundaries.

Primary Responsibilities

House Coverage & Resident Support

Provide on-site coverage during assigned shifts to ensure the home remains safe, supportive, and well-run.

- Maintain a visible and approachable presence in the home during shifts.
- Answer the doorbell and business phone line and welcome visitors.
- Provide guidance to residents regarding house expectations, schedules, or questions.
- Offer relational support to residents while maintaining appropriate boundaries.

- Assist with childcare or babysitting for residents when needed.
 - Provide transportation when scheduled and approved.
 - Uphold house rules and support a respectful shared living environment.
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Safety & Home Environment

- Monitor the home to ensure safety and appropriate conduct.
 - Respond calmly to conflicts, emotional situations, or urgent needs.
 - Communicate concerns or incidents to leadership when necessary.
 - Maintain a calm and stable environment within the home.
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Operational Support

- Assist with daily operational needs that help the home function smoothly.
 - Prepare rooms for incoming residents, including bedding and welcome materials.
 - Assemble welcome baskets and intake binders for new moms.
 - Enforce weekly chore charts and room check slips.
 - Prepare materials for Tuesday Community Night and house activities.
 - Assist with preparation for baby showers, gender reveals, and celebrations.
 - Receive and organize donations when delivered.
 - Assist with light housekeeping tasks to support shared living spaces.
 - Provide basic administrative and filing support when needed.
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Communication & Documentation

- Document shift updates, resident needs, and notable interactions in the house communication log.
 - Ensure smooth handoff between staff shifts.
 - Report safety concerns or emergencies promptly to leadership.
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Overnight Coverage (when scheduled)

- Staff assigned to overnight shifts provide a safe and stable presence in the home.
 - Maintain on-site presence throughout the night.
 - Respond to resident needs, emergencies, or infant-related concerns.
 - Ensure the home remains secure.
 - Document overnight incidents or updates for the next shift.
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Professional Qualifications

- High school diploma or equivalent required.
 - Passion for serving women and children in a supportive residential environment.
 - Strong organizational and multitasking skills.
 - Excellent interpersonal and communication abilities.
 - Ability to maintain professional boundaries and confidentiality.
 - Comfortable engaging with individuals from diverse backgrounds and life experiences.
 - Adult & Infant CPR certification required (training can be provided).
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Personal Characteristics

- Trauma-aware and compassionate approach when interacting with residents.
- Ability to remain calm and steady in emotionally charged or stressful situations.
- Patient, respectful, and nonjudgmental communication style.
- Ability to support individuals experiencing stress, anxiety, or crisis.
- Willingness to learn and apply trauma-informed care practices used at In My Shoes.

Please email cover letter and resume to saundrah@liveinmyshoes.org to apply.

Compensation

\$18–\$20 per hour depending on experience

A valid driver's license, clean driving record, and reliable personal vehicle are required for this role. Staff must complete required training prior to assuming independent house coverage responsibilities and participate in ongoing training throughout employment.