



1818 Corsicana Street
Dallas, TX 75201
P: 214-670-1100
F: 214-243-2025
<http://www.bridgenorthtexas.org/>

Bridge Steps

Job Description

Job Title:	Guest Recovery Associate	Department:	Services
Reports To:	Guest Recovery Associate Manager	FLSA Status:	Non-Exempt

SUMMARY:

Guest Recovery Associates (GRAs) are responsible for providing a hospitable culture and outstanding services for persons working on homeless recovery. GRAs are responsible for connecting and assisting homeless individuals (guests) to connection to on-site basic needs services such as meals, showers, mail, storage, and personal care. GRAs work closely with Peer Coaches, Care Management, Safety, and Facilities to ensure that the environment is conducive to one that leads to ending homelessness for guests.

RESPONSIBILITIES:

- Assist guests with connection to services including storage, showers, laundry, mail, telephone use, barber shop services, UGM shelter, and other areas as needed in your assigned area.
- Partner with Safety, Peers, Facilities and Services staff to promote a safe and healthy environment for guests, staff and visitors to campus.
- Provide a welcoming and encouraging experience for guests when accessing services and through frequent interaction by modeling positive behavior.
- Appropriately and compassionately de-escalate or provide engaging intervention for guests exhibiting disruptive or inappropriate behavior that is against Bridge expectations.
- Accurately record services and events that occur in appropriate logbooks, data system(s) and through report to manager and relieving staff before end of work day.
- Assist facilities and guest's with animal care when needed by ensuring that kennel area is maintained as a clean, safe, and positive environment for guest's companion animals.
- Understand and adhere to The Bridge policies and procedures.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED, Associate degree preferred.
- 1-2 years' experience in a social service setting, or equivalent.
- Ability to work effectively with a diverse population in a fast paced, non-profit culture.
- History with persons experiencing homelessness preferred
- Strong verbal communication skills and computer skills (Windows, Microsoft Word, Excel and Access) a must.



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- Bi-lingual a plus

IMPORTANT QUALITIES:

- High standard for Customer Service
- Communication skills with diverse groups including guests, staff, and volunteers
- Ability to de-escalate tense situations when necessary
- Able to collaborate with other departments

WORK ENVIRONMENT:

- Able to bend, stretch and lift moderate weights (35 lbs.); to stand and walk for extended periods of time

NOTE: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I can perform the essential functions of this position.

Employee Signature

Date

Human Resources Signature

Date