



Position: Residential Support Specialist

Location: Casa Milagro, 49 Camino Bajo, Santa Fe, NM 87508

Job Type: Non-exempt hourly

Pay/Benefits: \$18 - \$21 per hour, DOE.

Reports To: Executive Director

Position Overview

Casa Milagro is committed to providing a safe, supportive, and uplifting environment that fosters the growth and well-being of formerly homeless adults living with mental health conditions. We provide permanent supportive housing and services that promote stability, independence, and a consistent standard of care. As a Residential Support Specialist, you will play a vital role in supporting residents' daily needs, housing stability, and overall well-being in a community living environment.

Duties and Responsibilities

Resident Support and Daily Living

- Support residents in maintaining a safe, respectful, and stable living environment.
- Encourage and assist residents, as needed, with participation in daily activities.
- Promote resident independence, choice, and dignity while providing appropriate support based on individual needs.
- Maintain positive, professional, and respectful interactions with residents.

Community and Support Services

- Coordinate referrals for essential services, including education, job training, housing assistance, mental health care, and outpatient health services.
- Assist residents in accessing community-based resources, benefits, and support systems.
- Encourage resident engagement in services and activities that support personal growth and well-being.

Documentation and Communication

- Complete accurate and timely documentation, including case notes and MAR entries, as required.
- Communicate effectively with team members, supervisors, and service providers regarding resident needs and concerns.
- Report incidents, behavioral concerns, and other significant information in a timely and appropriate manner.

27 years of service

49 Camino Bajo • Santa Fe, NM, 87508 • 505.474.7684 • www.casamilagrosantafe.org



Crisis Support and Team Collaboration

- Provide crisis intervention and mediate conflicts when necessary.
- Respond appropriately to urgent situations while maintaining a calm and supportive approach.
- Collaborate with other staff to ensure continuity of care and consistent support for residents.
- Participate in team meetings, training, and other program activities as required.

Required Qualifications

- Strong listening and communication skills, with a trauma-informed approach when collaborating with residents and staff.
- Reliable attendance and ability to communicate promptly with a supervisor when unable to attend a scheduled shift.
- Excellent organizational skills, including accurate documentation of case notes and MAR entries.
- Ability to work collaboratively as part of a team while supporting the well-being of residents.
- Basic computer proficiency, including Microsoft 365, and the ability to learn additional systems used by the program.

Preferred Qualifications

- Experience assisting individuals experiencing mental health challenges, housing instability, or other complex barriers.
- Experience in supportive housing, behavioral health, social services, or a related field preferred.
- Certified Peer Support Worker (CPSW) or Community Support Worker (CSW) certification preferred.

Other Requirements

- Must be able to complete required background checks, fingerprinting, and TB testing.
- Occasional handling or movement of materials and supplies, including items up to thirty-five pounds, may be required.

Casa Milagro Commitment:

We strive to maintain an environment that honors dignity, encourages recovery, and respects the diversity and potential of all our residents. Our staff are crucial in realizing this vision, bringing compassion and dedication to their roles.

Equal Opportunity Statement

Casa Milagro is an equal opportunity employer and is committed to creating an inclusive environment for all employees. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other protected status under applicable law.

27 years of service

49 Camino Bajo • Santa Fe, NM, 87508 • 505.474.7684 • www.casamilagrosantafe.org