



**Position Title:** Residential Aide  
**Classification:** Exempt, Full-Time  
**Reports To:** Shift Supervisor  
**Location:** 60616

### ***Company Overview***

Bright Star Community Development Corporation was birthed in September 2020 as the Community and Economic Development complement to the Social Services work done by Bright Star Community Outreach for the past 15 Years.

### **MISSION:**

To develop high quality affordable housing, promote economic development by creating employment training, pathways and opportunities, and advocating for a more vibrant Greater Bronzeville community.

### **GOALS:**

Increase access to quality affordable housing  
Increase local workforce and job talent pool to capitalize on burgeoning sectors  
Stimulate economic development for small businesses  
Increase household income for low to moderate income families located in the service area

### ***Position Overview***

The Residential Aide will perform various operational tasks to ensure the smooth running of the shelter. This can include maintaining cleanliness and orderliness, coordinating meal services, and enforcing shelter policies. Complete other tasks as directed by Management.

### ***Scope of Responsibilities***

- Provide exceptional customer service to all residents and guests.
- Treat guests in a culturally sensitive manner.
- Facilitate client intake and departure processes, as required by policy.
- Conduct periodic walk-through inspections of all areas of the facility, for the purpose of identifying and initiating appropriate action (correction, reporting, etc.) for hazards, inappropriate behavior, needed repairs, or other notable conditions.

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- Assist residents/guests to ensure a safe environment, including compliance with rules and policies.
- Respond to emergency situations that may arise, making independent decisions within the policy guidelines, as directed.
- Support and supervise volunteers.
- Assist with the orientation and training of new staff and volunteers.
- Work cooperatively with other staff and programs.
- Represent programs to other community agencies and representatives in a respectful and positive manner.
- Participate in staff meetings.
- Maintain service records and required forms and reports in the prescribed format.
- Comply with shelter procedural requirements, including those set forth in the Policy and Procedure Manual and Employee Handbook.
- Provide timely and appropriate notification to police, fire, emergency medical, and supervisory authorities.

#### ***Preferred Background and Qualifications***

- Bilingual in English and Spanish required
- Strong communication, interpersonal, and problem solving skills.
- Ability to work collaboratively in a team environment and adapt to changing circumstances.
- Understanding the needs and challenges faced by individuals with diverse backgrounds, abilities, and behavioral conditions.
- Ability to stand/sit/walk for extended periods of time.

For more information or to apply, please contact Nichole Carter at [ed@brightstarcdc.com](mailto:ed@brightstarcdc.com)

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