

Job Title: Residential Aide (Basic)
Department: Horizon House
Reports To: Operations Coordinator
Employment Status: Full-Time or Part-Time
FLSA Status: Non-Exempt (Hourly)

Why Work Here?

At Horizon House, the work you do matters. As a Residential Aide, you play a direct role in supporting individuals on their recovery journey by helping create stability, accountability, and hope for those overcoming addiction.

We offer more than just a job; we offer a meaningful career where you can grow personally and professionally. When you join our team, you will:

- **Make a Real Impact** – Support individuals as they build healthier, more independent lives
- **Develop Lifelong Skills** – Gain valuable experience in behavioral health, communication, conflict resolution, and crisis management
- **Be Part of Something Bigger** – Join a mission-driven organization that is committed to giving back and strengthening the community
- **Grow Your Career** – Opportunities for advancement and ongoing learning
- **(Full Time) Enjoy Competitive Benefits** – Including medical, dental, vision, paid time off, weekly pay, and more

Position Summary:

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Responsibilities may change at any time based on business needs.

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- 24/7 Crisis Helpline - 330-678-HELP
 - Mental Health Counseling
 - Outpatient Addiction Treatment/Counseling
 - Alcohol/Drug/Violence/Gambling Prevention and Education
 - Horizon House: Residential Treatment for Women
 - Project Detour: Driver Intervention Program
 - Victim Advocacy/Outreach/Counseling
 - Portage County Rape Crisis Center



The Residential Aide supports daily operations of a structured residential program by promoting a safe, respectful, and recovery-focused environment for residents. This role provides direct supervision, ensures adherence to program expectations, and assists residents in developing independent living skills.

The ideal candidate is dependable, professional, and committed to supporting individuals in a structured setting.

Key Responsibilities:

- **Resident Support & Supervision**
 - Monitor resident activities to ensure compliance with program rules and expectations
 - Supervise resident sign-in/sign-out procedures
 - Observe and document resident self-medication, as applicable
 - Monitor completion of assigned chores and daily responsibilities
 - Support adherence to schedules, appointments, and house expectations
 - Conduct room searches and drug screenings as assigned
- **Program Operations**
 - Assist with implementation of daily house schedules and activities
 - Monitor kitchen use and ensure food safety and sanitation standards are followed
 - Support menu compliance and household routines
 - Transport residents as needed
- **Safety & Compliance**
 - Follow all safety, security, and emergency procedures
 - Respond promptly and appropriately to incidents and emergencies
 - Report resident concerns, behavioral changes, or house issues in a timely manner
 - Maintain accurate, timely, and professional documentation
- **Communication & Customer Service**
 - Answer phone calls professionally and relay messages promptly

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- Communicate effectively with residents, staff, and external stakeholders
- Maintain confidentiality and appropriate professional boundaries
- **Teamwork & Culture**
 - Foster a positive, respectful, and recovery-oriented environment
 - Serve as a positive role model for residents
 - Collaborate with team members and participate in meetings and trainings
 - Resolve conflicts in a professional and constructive manner
 - Represent the organization positively within the community
- **Professional Expectations**
 - Maintain consistent attendance and punctuality
 - Demonstrate reliability and accountability in all assigned duties
 - Exhibit professionalism, respect, and ethical conduct at all times
 - Follow all agency policies, procedures, and regulatory requirements

Qualifications:

- **Education & Experience**
 - High school diploma or GED required
 - Experience in residential care, behavioral health, social services, or a related field preferred
- **Required Skills & Abilities**
 - Strong interpersonal and communication skills
 - Ability to manage multiple responsibilities in a structured environment
 - Basic computer skills for documentation and communication
 - Ability to handle sensitive situations with professionalism and discretion
 - Strong problem-solving and conflict resolution skills
 - This position may require successful completion of a background check, drug screening, and/or other pre-employment requirements in accordance with applicable laws.

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- Licensure/Requirements
 - Valid driver's license
 - Proof of auto insurance (if transporting residents)
- Work Environment & Physical Requirements
 - Work is performed in a residential setting.
 - May require standing, walking, and light lifting.
 - Must be able to respond to emergencies and actively monitor residents.

Townhall II is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees and applicants. We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, military status, sexual orientation, gender identity, or any other protected status in accordance with applicable federal, state, and local laws.

Employment with Townhall II is at-will. This means that either the employee or the employer may terminate the employment relationship at any time, with or without cause or notice, in accordance with applicable law.

Townhall II provides reasonable accommodations to qualified individuals with disabilities in accordance with applicable laws. If you need assistance or an accommodation during the application process or in the performance of this role, please contact Human Resources.

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