

JOB DESCRIPTION

Programme Name	Highpoint
Section	Residential
Reports to	Ops Manager, Highpoint
Job Title	Welfare Officer (Operation Executive)

GENERAL SUMMARY

The Operations Executive supports the safe and smooth day-to-day operations of the halfway house by ensuring residents' needs, operational requirements, and risk management measures are effectively carried out.

DUTIES AND RESPONSIBILITIES

1. Ensure residents' daily needs and welfare are attended to in a safe, respectful, and timely manner.
2. Build positive day-to-day rapport with residents and encourage pro-social behaviour, responsibility, and participation in programmes.
3. Handle residents' feedback, concerns, and complaints professionally, and escalate matters appropriately when required.
4. Refer residents' emotional, behavioural, or social issues to the Social Worker or relevant staff when necessary.
5. Support the implementation of institutional and community-based programmes, including outings, activities, and events.
6. Carry out resident supervision duties in accordance with approved SOPs, safety protocols, and operational instructions.
7. Monitor and report safety, security, behavioural, or operational risks promptly to supervisors.
8. Assist in incident response, emergency situations, and de-escalation efforts in accordance with established procedures.

HCSA Community Services

Multi-service Social Service Agency with IPC status and a member of NCSS • UEN S97SS0023J

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9. Support admissions, orientation, transitions, and discharge-related operational processes for residents.
10. Maintain accurate and timely operational records, reports, shift logs, and handover documentation.
11. Oversee the cleanliness, upkeep, and general estate management of the halfway house environment.
12. Assist in monitoring workplace safety and health (WSH) practices to maintain a safe living and working environment.
13. Provide logistical and administrative support to ensure the smooth functioning of the halfway house and programme activities.
14. Work collaboratively with Ops, Social Work, Throughcare, and Community Engagement teams to support integrated care and continuity of service delivery.
15. Uphold professional conduct, boundaries, confidentiality, and organisational policies at all times.

WORKING CONDITIONS

This is a full-time shift-based position that may require evening, weekend, and public holiday work to support the continuous care needs of residents. The Operations Executive will primarily work within the residential care setting while supporting operational and administrative functions of the halfway house where required.

QUALIFICATIONS

1. Preferably minimum Diploma, Higher NITEC, GCE 'A' or 'O' Level qualifications.
2. Comfortable performing shift work, including evenings, weekends, and public holidays when required.
3. Good organisational, communication, and interpersonal skills.
4. Able to understand, follow, and carry out operational instructions promptly and responsibly.
5. Able to work independently while functioning effectively as part of a multidisciplinary team.
6. Possess basic IT proficiency in Microsoft Word, Excel, Outlook, and digital communication tools.
7. Able to engage residents respectfully while maintaining professional boundaries and situational awareness.
8. Calm and composed in handling difficult situations, conflicts, or emergencies.

9. Physically and emotionally fit to work in a residential rehabilitation environment.
10. Prior experience in residential care, security, operations, social services, or community work would be an advantage.
11. For candidates with lived experience (ex-offenders), a minimum of 2 years of continuous sobriety and demonstrated stability is required.

COMPETENCIES

- **Residential Programme Support:** Provide logistical, administrative, and operational support for residential programmes, activities, and events, including basic facilitation and coordination where required.
- **Recovery Coaching:** Build positive rapport with residents through consistent day-to-day interactions while providing transitional support, encouraging pro-social behaviour, and enforcing house rules to maintain safety, structure, and overall well-being.
- **Diversity Awareness and Management:** Demonstrate sensitivity and professionalism when working with individuals from diverse backgrounds, cultures, faiths, and lived experiences while maintaining appropriate boundaries and respect.
- **Situational Awareness & Risk Management:** Remain alert to safety, behavioural, and operational risks within the residential environment, and respond or escalate appropriately to prevent incidents or disruptions.
- **Communication & Conflict Management:** Communicate clearly while demonstrating emotional stability, and professionally with residents, colleagues, and stakeholders, including the ability to de-escalate tensions and manage difficult situations calmly.
- **Teamwork & Collaboration:** Work effectively with Operations, Case Management Throughcare, and Community Engagement teams to support integrated care and continuity of service delivery.
- **Documentation & Operational Discipline:** Maintain accurate records, shift logs, incident reports, and handover documentation in accordance with operational and compliance requirements.