



Position: Resident Assistant

Department: Client Services

Payroll Status: Non-Exempt

Reports To: Shelter Manager

Updated: 12/29/21

REPORTING RELATIONSHIP:

The position reports to the Shelter Manager and collaborates with the Client Services team.

POSITION OVERVIEW:

Responsible for basic care of shelter residents by enforcing all safety procedures, cleanliness guidelines, and shelter policies, creating a supportive and culturally sensitive environment for shelter residents, staff, and volunteers.

POSITION RESPONSIBILITIES:

- Ability to document all activities during scheduled shift.
- Ability to maintain and preserve client confidentiality
- Ability to work independently and with limited supervision while enforcing established policies and procedures.
- Adhere to overall cleanliness requirements of the shelter to aid in fight against communicable diseases.
- Administer First Aid/CPR when needed
- Actively participate in agency meetings, trainings, projects, and focus groups as needed.
- Answer calls professionally and check voicemails during scheduled shift.
- Assist in locating or identifying alternatives to divert from homeless system when appropriate
- Assist residents in identifying and resolving social or other problems in conjunction with professional staff, while enforcing shelter rules and schedule.
- Assist shelter residents with daily living needs.
- Be energetic, caring, responsible, and able to deal with difficult situations in a calm manner
- Conduct drug tests and breathalyzers.
- Conduct intakes and orientation on new shelter residents.
- Maintain professional boundaries with co-workers, residents, and volunteers.

- Maintain active safety practices of the shelter by monitoring security cameras, screening residents' belongings, and adhering to fire and health standards to ensure a protected environment for staff and residents.
- Must be able to relate to a diverse population with courtesy and respectfulness
- Provide referrals to households who are at imminent risk of homelessness
- Utilize diversion skills with households at the front door of homelessness
- Other Duties: In accordance with the team philosophy of the agency, will routinely be required to carry out or assist with other tasks in addition to the activities listed above, as assigned by supervisor. Must act in accordance with the agency's mission statement and goals.

SUPERVISORY RESPONSIBILITIES: May occasionally require supervision of volunteers.

EDUCATION: High School Diploma/GED, college degree or other relevant experience.

CERTIFICATES, LICENSES, REGISTRATIONS: CPR, First Aid, and Food Handlers certification within 30 days of employment.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each individual duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

PHYSICAL EFFORTS: The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee must be able to use the telephone, computer, and copier.

Frequent standing, walking, stooping, lifting, up to 50 pounds. Employee is expected to be on his/her feet 75 percent of the time.

COMMUNICATION: Ability to read and comprehend simple instructions in English, short correspondence, and memos. Must be able to write simple correspondence. Must be able to effectively present information in one-on-one and small group situations with volunteers, clients, and co-workers. Must be able to effectively relay information in the communication logbook.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Competent in conflict resolution and de-escalation. Ability to interpret a variety of instructions furnished in written, oral, diagram, and schedule form.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to high.

TRAVEL REQUIREMENT: Limited travel to meetings off-site required or other shelter/client related functions.

SCHEDULE: Must be able to work flexible schedules during evenings, weekends, overnight, and holidays. (8a – 4p; 12p – 8p; 4p – midnight and midnight – 8am).

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties as required by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

I acknowledge that I have received and read my current job description and I agree to comply with such job descriptions and practices as a condition of my employment. I acknowledge that this job description supersedes all other job descriptions.

Reviewed on: _____

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____