



POSITION:

Lead Resident Assistant

GENERAL DESCRIPTION:

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. The position additionally provides leadership assistance to the Shelter Manager in rendering ongoing support and guidance to Resident Assistants and volunteers, as well as, performing general administrative duties and other tasks as assigned.

PARTIAL LIST OF DUTIES:

- 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.
- 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.
- Assists Shelter Manager with implementation of new/updated policies and procedures.
- Assists Shelter Manager in onboarding and training new Resident Assistants. Provide ongoing training, support and guidance to all Resident Assistants and volunteers.
- Be energetic, caring, responsible, and able to deal with difficult situations in a calm manner
- Maintain professional boundaries with co-workers, residents, and volunteers.
- Must be able to relate to a diverse population with courtesy and respectfulness
- Provide referrals to households who are at imminent risk of homelessness
- Rotate on-call schedule with Shelter Manager and other team Lead to handle shelter emergencies.
- Utilize diversion skills with households at the front door of homelessness

SUPERVISORY RESPONSIBILITIES: This position requires supervision of Resident Assistants, Case Aide, and may occasionally require supervision of volunteers and student interns.

EDUCATION: High School Diploma/GED, Bachelor's degree, or other similar experience with 6 months of experience working in a residential facility, shelter, or similar environment OR an Associate's Degree and any equivalent combination of training and experience, which provides the required knowledge, skills and abilities.

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

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.

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