



Job Title: Resident Assistant
Department: Operations
Payroll Status: Non- Exempt
Reports to: Shelter Operations Manager
Prepared Date: 03/14/2024

REPORTING RELATIONSHIP:

The position reports to the Shelter Operations Manager.

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 shifts.
- Ability to maintain and preserve client confidentiality.
- Ability to work independently and with limited supervision while enforcing established policies and procedures.
- Adhere to the overall cleanliness requirements of the shelter to aid in fighting against communicable diseases.
- Actively participate in agency meetings, trainings, projects, and focus groups as needed.
- Answer calls professionally and check voicemails during scheduled shifts.
- 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 calmly.
- Conduct drug tests and breathalyzers.
- 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.

- **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 the supervisor. Must act in accordance with the agency's mission statement and goals.

SUPERVISORY RESPONSIBILITIES: May occasionally require the supervision of volunteers.

EDUCATION: High School Diploma/GED.

CERTIFICATES, LICENSES, REGISTRATIONS: CPR, First Aid, and Food Handlers certification.

LANGUAGE SKILLS: Ability to read, analyze, and interpret program standards and human resource manuals. Ability to relay information in verbal and written form to residents, community agencies, volunteers, and staff members. Answering complex questions from residents, volunteers, and emergency service personnel.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

COMPUTER SKILLS: Proficiency in Microsoft Suite.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to solve practical problems. Ability to interpret various instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to sit or walk, talk, and listen. Must be able to physically respond quickly when issues or emergencies arise. The employee must regularly stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT: Indoor shelter environment. The noise level in the work environment is high. Exposure to many people with mental or physical disabilities and illnesses and/or substance abuse.

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

SCHEDULE: Must be able to work flexible schedules during evenings, weekends, overnight, and holidays. (8a – 4p; 2p – 10p; 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.

Employee Signature

Date