

# Haywood Pathways Center

**Job Description:** Resident Assistant

**Reports to:** Lead Case Manager

**Hours and Scheduling:** Part-Time hours or Full-Time hours; Evening Shift 4:30pm-12:30am, Overnight/Morning Shift 12:30-8:30am

## **ESSENTIAL DUTIES (All Shifts):**

- Effectively de-escalates, diffuses, and monitors overall shelter environment for safety.
- Properly operates the security system.
- Answer phone calls after business office hours.
- Ensure that all policies and procedures are appropriately enforced
- Conduct intake paperwork and follow preventative procedures, including drug and alcohol testing, with all individuals entering the facility during the shift
- Ensure all medications are logged on each individual's medication log
- Complete incident reports as necessary and provide copy to Executive Director
- Document any issues or items of note on the communication log
- Orient new arrivals to shelter protocols and policies
- Attend all staff meetings
- Cooperate with outside agencies who refer guests to the shelter
- Understand and comply with emergency protocols
- Ensure that files and medicine cabinets remain locked at all times
- Provides support to residents as needed, to support their goals towards self-sufficiency
- Supervise all evening activities to include visitation hours (4:30-7pm), any life skills classes and/or any special events or meetings
- Communicate with Administrative Assistant(s) when supplies are running low/out of stock and when items are in need of maintenance and/or repair

## *Duties specific to the Evening Resident Assistant (4:30 PM to 12:30 AM)*

- Ensure that all kitchen duties and cleaning are completed after dinner
- Sign off on all evening chores
- Facilitate evening medication call
- Organize and supervise snack time and packing of bag lunches for following day
- Ensure all doors are locked by 10 PM
- Perform walk-throughs of the facility during shift (at least every 30 minutes)

## *Duties specific to the Overnight/Morning Resident Assistant (12:30 AM to 8:30 AM)*

- Complete any paperwork or files remaining from intake activities
- Prepare all spray bottles with accurately mixed bleach solution
- Dispose of any outdated and/or rotten food in the walk-in cooler
- Restock empty toilet paper, paper towel and hand soap dispensers
- Perform walk-throughs of facility during shift (at least every 30 minutes)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Revised 6.17.20

- Prepare and brew coffee
- Wake all residents at 6 AM (Monday-Saturday)
- Supervise morning cook teams and kitchen clean-up
- Sign off on all morning chores
- Facilitate morning medication call
- Ensure that all guests have exited the dorms by 8:30 AM.

**QUALIFICATIONS:**

- Must be a high school graduate or equivalent.
- Must be First Aid and CPR certified or be willing to become certified.
- Must be willing to pursue ongoing training to better serve the population in which we minister to.
- Must be organized and have the ability to perform a variety of tasks.
- Must possess good interpersonal skills and be able to work with staff, volunteers, and guests.
- Must be able to use Word and Excel for guest data base and shift reporting.
- Ability to effectively work with homeless individuals in a non-judgmental manner and with sensitivity and compassion to problems of homeless individuals.
- Ability to effectively analyze situations quickly and apply sound judgment.
- Ability to enforce shelter rules and policies.
- Ability to document and complete written reports in a timely manner.

**PHYSICAL DEMANDS/WORKING ENVIRONMENT:**

*Regularly required to:*

- Stand/walk for long periods of time without a break.
- Remain seated in a normal position for up to half the workday.
- Talk & hear; verbally express ideas, information, & instructions.
- Have the ability to work around moderate noise.
- Lift , pull, push, carry up to twenty-five (25) pounds