



Job Title: Resident Assistant

Status: Part Time

Hours: Multiple positions exist including evenings, weekends, overnights and holiday shifts.

Supervisor: Reports to Executive Director

The Resident Assistant (RA)'s role is to help support the programming at Little Portion Friary by providing additional support to core staff and maintaining around-the-clock coverage on evenings and weekends while working in alignment with trauma-informed care best practices. The RA supports our guests in shelter and in our daytime program space and provides for a safe, clean and comfortable living environment. All RA's also help with specialized support for our program depending on their shift, including housekeeping, meal service, and crisis intervention, as well as coordinating programming in the shelter. Must be able to work some weekday and some weekend shifts as well as occasional holidays (rotating with other staff and volunteers, as needed).

Duties:

- Treats guests in a professional and compassionate manner utilizing a strengths-based, trauma informed approach
- Is present in the shelter, visible and available to guests at all times and responds to the needs of guests that may arise
 - Maintains a safe, comfortable and trauma-informed environment for our guests and reports all maintenance and supply needs to management to ensure a functional environment
 - Manages crisis situations and contacts 911 if necessary and the on-call staff (Case Manager and Executive Director) immediately if there is an emergency
 - Oversees guest utilization of the kitchen and ensures clean up and closing down the kitchen
 - Supervises daily chores and completes any unfinished chores at the end of the day
 - Closes down the programming in the evening, including maintaining curfew, lights out, locking of the building and setting the alarm
 - Responsible for light housekeeping duties, including removing garbage, watering outside plants, etc.
 - Communicates with the team via Staff Reports and completes Guest Warnings and Incident Reports as appropriate
 - Supports the volunteers on specific shifts in planning, preparing and serving meals for our guests, including passing a Food Handler Course, maintaining all safety protocol and cleaning workstations after meals
 - Supports the Case Manager on specific shifts, including managing the flow of the main office during business hours and adding increased one-on-one support for guests in achieving their action steps.
 - Supports the Social-Emotional health of our guests by creating, planning and executing

programming for the guests our shelter and resource center.

- Participates in meetings and trainings as assigned (supervision, staff meetings, trauma-informed care trainings, red cross certification, etc.)
- Coordinates with team to ensure coverage
- Available for both weekday and weekend shifts to ensure overlap with regular staff
- Completes other duties as assigned by supervisor.

Skills and other Qualifications:

- Maintains professionalism at all times while dealing with guests, staff and volunteers/donors.
- Compassion and patience for working with people in crisis.
- Excellent communication skills for collaborating with team
- Good character and judgement decisions, including displaying appropriate and professional behavior at all times
- Flexibility with general shift coverage, including weekends, evenings and holidays. Functions as a support to the team by helping to fill gaps in service
- Must have reliable transportation to the facility
- Background check required

Agency Expectations

- Demonstrates knowledge of the program, mission and services of LPF
- Complies with all policies and procedures in Employee Handbooks
- Maintains client confidentiality
- Willingness to stay compliant with necessary certifications
- Immediately reports all suspected incidences of substance use, suicidal ideation, medical emergencies or violent situations to Case Manager and Executive Director and completes necessary incident reports and case notes
- Is punctual and consistent in reporting for scheduled work shifts to assure coverage
- Complies with agency standards of conduct and professionalism
- Ability to work in an alcohol and drug free environment.

Hours

- Variable shifts, including weekdays and weekends. Shifts run approximately as follows with some shorter shifts available for coverage as needed: Monday-Friday 8:30am-4:30pm or 4:30pm-10pm, Saturday-Sunday: 8:30am-4:30pm or 4:30pm-10pm

Compensation: \$17.00/hour, with an average of 15-20 hours per week (PT, non-exempt)