

POSITION: Resident Assistant
GRADE: 4N
CODE:

FLSA: Non-Exempt
DATE: 5/04

Job Summary: Supervises the daily living environment of residents in a County shelter; creates and maintains a safe and supportive environment; works under general supervision; performs other duties as assigned.

Essential Functions:

1. Accepts new admissions and assigns sleeping quarters;
 2. Provides and maintains a safe and supportive environment for shelter residents, including offering supportive listening, crisis intervention, and emotional support as appropriate;
 3. Enforces and explains all shelter rules and guidelines and provides written warnings as needed;
 4. Maintains housekeeping standards within established rules and procedures;
 5. Develops meal planning and preparation skills with residents;
 6. Schedules and coordinates daily chores and activities with residents;
 7. Conducts shelter resident meetings;
 8. Maintains inventory and ensures adequate levels of food, cleaning supplies, personal hygiene supplies, and other necessary materials;
 9. Inspects shelter for and reports any maintenance problems;
 10. Ensures safety of residents in shelter, including setting the alarm system and calling police as necessary;
 11. Compiles monthly reports of shelter statistics, as necessary;
 12. Mediates conflicts between residents;
 13. Answers hot-line crisis calls and maintains accurate record of client contact;
 14. Attends ongoing professional training and regularly scheduled meetings with supervisors;
 15. Performs other duties and instructed and assigned;
 16. Reports to work regularly and on time.
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Required Knowledge, Skills, and Abilities:

1. Ability to deal tactfully with persons experiencing emotional distress;
 2. Knowledge of meal planning and preparation;
 3. Ability to schedule and coordinate daily activities for residents;
 4. Ability to remain calm in stressful situations;
 5. Ability to compile necessary reports and statistics;
 6. Strong organizational skills;
 7. Ability to follow written and oral instructions.
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Education and Experience:

1. High School diploma or equivalent preferred;
2. One or more years volunteer or paid experience working with the public through social, educational, or health related programs.

Physical and Environmental Conditions: Work requires light physical effort in the handling of light materials or boxes and tools or equipment in non-strenuous work positions.

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress which require a range of safety and other precautions, e.g., aggressive human behavior or similar situations where conditions cannot be controlled.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this job.