

## Job Description: Resident Assistant

- Reports to Shelter Services Supervisor
- Status – PT/Nonexempt
- Location – Shelter Office
- Revised: September 2023



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### Religious Community Services of New Bern, Inc.

#### SUMMARY OF POSITION:

The Resident Assistant is a key part of RCS' team. The Resident Assistant is the basic caretaker for the RCS shelter. The RA is responsible for the safe and secure operation of the shelter. The RA works to meet the guests and client's needs. They maintain the residents' safety in the shelters. This position reports to the Shelter Services Supervisor.

#### DUTIES & RESPONSIBILITIES:

- Maintain a safe, supportive environment within the shelter.
- Monitor facility to maintain safety of clients and shelter space.
- Assist clients with shelter routines.
- Support clients in following all shelter procedures.
- Help clients work through conflict with others living in the shelter.
- Keep shelter clean, restocked and kept up to state regulated standards.
- Communicate observations and interactions with clients to Client Services Coordinator, Case Manager, and Program Manager.
- Intervene in client crises under the direction of shelter management.
- Provide supervision for shelter staff.
- Participate in program department and agency meetings and relevant trainings as required, as well as inter-agency groups that aid and advocacy.
- Complete monthly reports as advised by Director.
- Adhere to agency policy, procedures, and professional code of ethics.
- Complete all duties as assigned. Other duties as required.

#### SKILLS & QUALIFICATIONS:

- Strong interpersonal skills - exercise compassion, discernment, and models appropriate boundaries.
- Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- Ability to remain alert and on duty throughout shifts.
- Ability to respond responsibly in emergency and crisis situations.
- Ability to work well under pressure and in a fast-paced environment.
- Excellent written and oral communication skills.
- Willing to work a flexible schedule.
- Experience with delegating tasks and maintaining fast speed of service.

#### WORKING CONDITIONS/PHYSICAL FACTORS:

(Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%)

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- Requires working with a diverse population, many of whom struggle with homelessness, addiction and mental illness – continuously.
- Environment may be odorous due to lack of personal hygiene and intoxication of guests – frequently.
- Requires a sustained level of high energy, stamina, and the ability to move about all the facilities on a regular and ongoing basis – frequently.
- May be extremely loud at times – occasionally.
- May be exposed to behaviorally aggressive guests – continuously.
- May be exposed to unsanitary conditions - continuously
- See, hear, smell and speak clearly – continuously.
- In good physical health, able to climb stairs numerous times per shift.
- Standing: continuously.
- Climbing: continuously.
- Lifting: Occasionally, up to 60 lbs.
- Traveling: to/from client appointments — occasionally, as needed basis.

### **EQUIPMENT/TOOLS USED:**

Computer, Phone, Copier

### **EDUCATION/EXPERIENCE**

- High School Diploma and 2+ year's prior experience required.
- 3+ Year experience working in human services, with emphasis on vulnerable populations.

This job description in no way implies that these are the only duties to be performed by this employee. Employee is required to follow any other instructions and perform any other duties requested by their manager/supervisor. I understand that employment is always "at-will".