



Family Promise of Western New York

Job Title: Resident Assistant Shift Lead and Shift Specialist

Status: Part Time

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

Supervisor: Reports to the Executive Director

The Resident Assistant (RA)'s role is to help support the program by adding support to core staff and maintaining around-the-clock coverage on evenings, overnights and weekends while working in alignment with trauma-informed care best practices. The Shift Lead maintains contact with and supervision of guests, provides for a safe, clean and comfortable living environment and communicates with staff via reports. The RA Shift Specialist add specialized support to our program, including housekeeping in the shelter, cooking meals, driving guests to appointments and/or coordinating children's programming in the shelter. The RA Shift Specialist also provides backup coverage for the Shift Lead to maintain around-the-clock coverage on evenings, overnights and weekends. Must be able to work some weekday and some weekend shifts and be comfortable working as the sole staff member in the building.

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
- Serves as the contact person for guests after business hours by utilizing an in-house cell phone
- Maintains a safe, comfortable and trauma-informed environment for our guests and reports all maintenance and supply needs 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 program 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 Alerts as appropriate
- Supports the Housekeeper on specific shifts, including sweeping, mopping, cleaning bathrooms, removing garbage, watering outside plants, etc.
- Supports the House Manager on specific shifts in planning, preparing and serving meals for our guests on specific shifts, including passing a Food Handler Course, maintaining all safety protocol and cleaning workstations after meals.

- Supports the Case Manager on specific shifts, including transporting guests to appointments, managing the flow of the main office during business hours and adding increased one-on-one support for certain guests in achieving their action steps.
- Supports the Social-Emotional health of our children on specific shifts by creating, planning and executing children's programming for the children in our shelter, including passing all background checks necessary to supervise children without their parents present.
- 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 behavior appropriate to a mentor who works in close contact with children.
- Flexibility with general shift coverage, including weekends, overnights and holidays. Functions as a support to the team by helping to fill gaps in service.
- Must have reliable transportation
- Background checks required

Agency Expectations

- Demonstrates knowledge of the program, mission and services of FPWNY
- 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 child abuse/neglect, suicidal ideation, medical emergencies or violent situations
- 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 in two cycles:
 - Shift Lead:
 - Morning Shifts: 7:00am-3:00pm
 - Evening Shifts: 3:00pm-11:00pm
 - Overnight Shifts: 11:00pm-7:00am
 - Shift Specialist
 - Morning Shifts: 7:00am-12:00pm
 - Afternoon Shift: 12:00pm-5:00pm
 - Evening Shifts: 5:00pm-11:00pm
 -

Compensation: \$15.00/hour and up depending on experience

To Apply: Go to <https://fpwny.org/jobs>