



Family Promise of Western New York

Job Title: Morning Resident Assistant

Status: Part Time

Hours: Weekday Mornings 7:00am-3:00pm

Reports to: Shelter Manager

Family Promise of WNY is an emergency shelter for homeless families in Buffalo, New York. The Morning Resident Assistant (RA)'s role is to help support the business operations of the shelter by verifying that children are attending school, helping transport families to appointments, helping with office tasks such as grocery shopping for the shelter or running errands and helping guests work towards their goals. All of our team of Resident Assistants work together as front-line staff in our shelter in alignment with trauma-informed care best practices and help to maintain a safe, clean and supportive living environment. Applicants must have a valid driver's license and be comfortable driving large vehicles.

Duties

- Provides morning coverage for the shelter and is visible and available to guests at all times in order to respond to their needs
- Manages the flow of the office, including answering phones, buzzing people into the shelter and acting as the first contact for all guests and visitors
- Completes transports in the company vehicle in order to connect guests to scheduled appointments and run errands for the shelter
- Supports the Case Manager to help families work towards goals by offering one-on-one support to help guests complete applications, work on resumes, and apply for employment and apartments
- Participates in furniture transports for the shelter as needed and is comfortable driving the company's large utility van.
- Treats guests in a professional and compassionate manner utilizing a strengths-based, trauma-informed approach.
- Performs light housekeeping duties to maintain shelter entrance and hallways, including sweeping, shoveling, salting, watering plants and removing garbage.
- Participates in meetings and trainings as assigned (supervision, staff meetings, trauma-informed care trainings, red cross certification, etc.) and communicates with the team via Staff Reports
- Coordinates with team to ensure coverage of the shelter
- 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
- Several Background checks required
- Must be able to lift 25+lbs
- Must have a valid NYS driver's license and be comfortable driving our large company vehicles

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

- Monday, Wednesday, Thursday mornings 7:00am-3:00pm
- Opportunity to pick up extra shifts on weekdays and weekends around the clock

Compensation: \$17.00/hour

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