



## Family Promise of Western New York

### **Job Title: Resident Assistant**

Status: Part Time

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

Supervisor: Reports to the Executive Director

The Resident Assistant (RA) role is to help support the program by adding support to core staff and maintaining around-the-clock coverage on evenings, overnights and weekends. The RA maintains contact with and supervision of guests, provides for a safe, clean and comfortable living environment and works in alignment with trauma-informed care best practices. The RA communicates effectively with the rest of the team to ensure seamless care. 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 housekeeping duties, including sweeping, mopping, cleaning bathrooms, removing garbage, watering outside plants, etc.
- Communicates with the team via Staff Reports and completes Guest Warnings and Alerts as appropriate
- Adds specialized support according to the shift, including cooking, cleaning and driving
- 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
- Ability to drive 12-passenger van preferred

### 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:
    - Morning Shifts: 7:00am-12:00pm
    - Evening Shifts: 5:00pm-11:00pm
    - Overnight Shifts: 11:00pm-7:00am
  - Weekends:
    - Morning Shifts: 7:00am-3:00pm
    - Evening Shifts: 3:00pm-11:00pm
    - Overnight Shifts: 1:00pm-7:00am
- Staff meetings, trainings and extra hours as needed with supervisor's approval

### Compensation

- \$13.50/hour and up depending on experience

### To Apply

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