



Family Promise of Western New York

Job Title: Resident Assistant

Status: Part Time

Wage: Starts at \$17.50/hour

Reports to: Shelter Supervisor

Family Promise of Western New York (FPWNY) is a stabilization program for families facing homelessness in our community. One of our programs is an emergency shelter. **The Resident Assistant (RA)'s role is a hands-on role meant to help support the operations of the shelter.** 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. A successful candidate will have a history of working in social services, the flexibility to perform a variety of tasks during a shift to take care of the priorities at the moment, be proactive, have a desire to help keep our shelter tidy and clean and will be able to handle crisis situations in a calm and professional manner.

Duties

- Responds promptly to the needs of the guests living in shelter, treating guests in a professional and compassionate manner utilizing a strengths-based, trauma-informed approach
- Proactively works to maintain a safe, clean and comfortable living environment for our guests
- Serves as the contact person for guests during the day and evening via our office or house cell phone.
- Performs office tasks if working during business hours, as assigned
- Performs housekeeping duties during shifts to maintain shelter overall appearance
- Assists the team in cleaning and flipping guest rooms when they are vacated
- Reports all maintenance and supply needs to the team immediately to ensure a functional environment
- Manages crisis situations and contacts 911 if necessary and the Team Supervisor or Executive Director immediately if there is an emergency
- Communicates with the team via Staff Reports, Guest Warnings and Incident Reports as necessary
- Participates in team meetings and regular trainings as assigned
- Coordinates with team to ensure coverage of the shelter
- Completes other duties as assigned by supervisor or the leadership team

Skills and other Qualifications

- Maintains professionalism at all times while dealing with guests and staff
- 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

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

- Looking for coverage for a variety of shifts

Compensation: starts at \$17.50/hour, with a shift differential between 11:00pm-7:00am of \$18.50/hour.

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