



Job Title: Resident Assistant

Status: Per Diem

Hours: Multiple positions exist including days, evenings, weekends and overnight shifts.

Supervisor: Reports to the Executive Director

The Resident Assistant role is to help support the program in maintaining around-the-clock coverage. Maintains contact with and supervision of guests. Provides for a safe, clean and comfortable living environment. Participates with residents in achieving goals as appropriate and assists with appointments as needed while covering facility. Ensures adherence to trauma-informed care best practices. Communicates effectively with team to ensure seamless care.

Duties

- Serves as the contact person for guests after hours by utilizing a FPWNY House Manager cell phone as the on-call number
- 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 responding to the needs of guests that may arise
- 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
- Coordinates volunteer experience and meal management, including clean up and closing 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
- Maintains client confidentiality
- Communicates with the team via our Communication Log. Records guest activities on Staff Hand-Off chart and submits to Case Manager every business morning. Informs staff/supervisor of guest concerns.
- Participates in meetings and trainings as assigned (supervision, staff meetings, trauma-informed care trainings, red cross certification, VIRTUS, etc.)
- Coordinates with team to ensure coverage
- Performs housekeeping duties, including cleaning common rooms, bathrooms, kitchen, sweeping, mopping, removing garbage, watering outside plants, laundering linens, wiping down air vents
- Transports guests in FPWNY van if assigned and per qualifications
- Completes other duties as assigned by supervisor.

Skills and other Qualifications

- Maintains professionalism at all times while dealing with guests, staff and volunteers/donors.
- Friendly, positive demeanor as this position requires frequent engagement as the “face” of Family Promise to volunteers and guests.
- Strong organizational skills to keep Day Center clean and comfortable.
- 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 and a valid NYS Driver’s License.
- Background checks required
- High School or GED degree (Associated Degree Preferred)
- Experience working with at-risk families in a residential setting preferred

Agency Expectations

- Demonstrates knowledge of the program, mission and services of FPWNY
- Complies with all policies and procedures in Employee Handbooks
- Willingness to stay compliant with VIRTUS and Red Cross First Aid Certification
- 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
 - Fridays: 3:00pm-11:00pm, 11pm-7:00am (overnight to Saturday)
 - Saturdays: 7:00am-3:00pm, 3:00pm-11:00pm, 11:00pm-7:00am (overnight to Sunday)
 - Sundays 7:00am-3:00pm
- Staff meetings, trainings and extra hours as needed with supervisor’s approval

Compensation

- \$12.50/hour and up depending on experience

To Apply

Email cover letter and resume to Luanne Firestone, Executive Director, at luanne.firestone@fpwny.org