

JOB TITLE: **Resident Advisor**
RESPONSIBLE TO: Administrative Supervisor
Executive Director
ORGANIZATION: Transitional Living Centers, Inc.
DATE ANALYZED: May 7, 2007 REVISED: 5/28/2010

Job Summary

Provides guidance and support to TLC residents, assists Case Managers and Executive Director as needed, maintains security of facility, performs office and clerical duties, and assures compliance with TLC and DOC policies and with ACA Accreditation Standards.

Job Duties

- Functions and Responsibilities
 - Facility-oriented
 - Directly oversee resident behavior and maintain facility security
 - Hourly walk-through of building
 - Maintain security through regular head counts
 - Preparation of misconduct paperwork when necessary
 - Following emergency procedures when necessary
 - Weekly room searches
 - Key control
 - Supervision of resident visitation
 - Obtain relevant information by reviewing previous shift reports
 - Update information and aid communication through daily shift reports, emails, and case noting in SecurManage
 - Utilize basic functions of computer programs
 - Resident charts, case management documents, etc.
 - Maintain inner cohesiveness of facility through communication between staff and following directives of case managers and supervisors
 - Work cooperatively with Case Managers and Executive Director
 - Maintain facility processes through performance of clerical duties
 - Answering phones
 - Faxing appropriate documentation
 - Delivering phone messages
 - Sending and responding to emails as needed
 - Providing DOC and BCC personnel with requested information
 - Maintain integrity of facility
 - Adhering to Code of Ethics
 - Abiding by Employee Handbook
 - Following updated procedures and policies as they are implemented

- Resident Services
 - Enforce and promote appropriate boundaries between residents and staff
 - Increase knowledge base and information through SecurManage
 - Case notes
 - Basic resident information
 - Schedules and comments
 - Verification of resident locations during movements and free time
 - Rolling over times when residents change location from consecutive movements
 - Maintain cleanliness of facility through observation conducted during walk- throughs, enforcing completion of details, etc.
 - Promote organization and efficiency through oversight of resident work schedules, school schedules, appointments, counseling, and intakes
 - Conduct resident procedures upon receptions and releases
 - Intake paperwork and file preparation
 - Assessments
 - Organization of sub-folders
 - Personal belongings inventory
 - Case note date, time, DOC number, name, institution received from, and inmate status
 - Email first shift monitor with above noted information
 - Release packets
 - Release checklist
 - Personal belongings inventory
 - Case note date, time, DOC number, name, location released to, and inmate status
 - Email first shift monitor with above noted information
- American Correctional Association Compliance Responsibilities
 - Comply with state-mandated standards and DOC policies
 - Ensure resident and staff safety and health through correct preparation, maintenance, and administration of medicines and prescriptions
 - Correctly following TLC Policies:
 - Adhering to posted urine schedule
 - Completing urine paperwork with 100 percent accuracy
 - Inventories on weekly and monthly basis
 - Fire safety standards
 - Attendance at mandatory staff trainings
 - Chemical control
 - Sharps control

Skills, Knowledge, Physical Abilities

- ❖ High school diploma or G.E.D. required
- ❖ Degree in Criminal Justice / Social Sciences preferred
- ❖ Driver's license is preferred
- ❖ Knowledge of computer and software programs necessary
- ❖ Skill in oral and written communication
- ❖ Skill in working cooperatively; observing confidentiality; handling emergency situations when necessary
- ❖ Ability to lift up to 10 pounds occasionally
- ❖ Climb three flights of stairs each hour
- ❖ Some exposure to second-hand smoke
- ❖ Sitting (6 hours), Standing (1 hour), and Walking (1 hour)
- ❖ Such other physical and mental requirements as are set forth in Staff Technical Standards.

Work Schedule

- Flexible, including weekends and evenings
- First, second, and third shift hours
 - Weekdays
 - First, 7:00am to 3:00pm, Monday through Friday
 - Second, 3:00pm to 11:00pm, Monday through Friday
 - Third, 10:00pm to 8:00 am, Monday through Thursday
 - Weekends
 - First, 8:00am to 4:00pm, Saturday and Sunday
 - Second, 3:00pm to 11:00pm, Saturday and Sunday
 - Third, 10:00pm to 8:00am, Saturday and Sunday
- Full time and/or part time positions