



JOB DESCRIPTION

Job Title: Resident Assistant **Department:** Programs **Location:** 200 Macdonald Ave. **Date Revised:** February 2020
Reports To: Manager Men's Services **FLSA Status / Salary Grade:** Non-Exempt/PT/BFOQ Male only

SUMMARY OF POSITION:

Encourage and promote a safe and God-honoring environment, smooth operation of the facilities, and meet the needs of emergency shelter guests, program residents and others seeking services as appropriate, treating all individuals with dignity and worth.

DUTIES & RESPONSIBILITIES:

Administrative

- Provide support and/or supervision of emergency shelter guests and residents in accordance with the house rules and procedures, which include but are not limited to sleeping area, meals, chapel, facility activities, safety and security.
- Create reports; enter demographics, and monthly count related to shelter guest/residents into database program on computer.
- Collaborate with program staff, regularly meet with supervisor, and attend staff meetings.
- Work front desk: answer phones, meet walk-in guests, accept and log donations, handle inquiries and maintain office operations. Work effectively with other department staff/leaders. Conduct tours of BARM facilities.

Ministry

- Take opportunities to share the Gospel of Jesus Christ, provide prayer support as available or requested.
- Handle requests from individuals who wish to enter the shelter during business or after-hours in compliance with BARM policies and procedures.
- Demonstrate sympathy, compassion, respect, hope, encouragement, active listening skills, confidentiality and ethical standards.
- Assist or perform drug testing or breathalyzer administration and fulfill other program-related tasks.
- Document accidents/incidents/write-ups in an accurate and timely manner and submit reports promptly to supervisor.
- Transport residents to appointments and meetings as directed.
- Respond to and diffuse situations before escalation and handle disputes/altercations appropriately.
- Able to handle emergency/crisis, determining the risks of harm to self and others, responding to the situation in a professional manner.
- Periodically conduct checks of guests/residents belongings and rooms.
- Maintain order in facility, provide crowd control in and outside of facility, prevent group loitering, and allow for clear passage.
- Conduct incremental rounds to insure security through verification that all systems are working properly, doors and windows are locked, elimination of possible fire or safety hazards, and overall safety and security of the shelter guest/residents (walk through entire property).
- Able to recognize and deal compassionately with substance abuse and mental health issues.
- Oversee the distribution of stipends
- Advise guests/residents of policies, enforce policies, and standards of the Bay Area Rescue Mission.
- Participate/cooperate with the court system as required (complete police reports, testify in court, etc.).

Other Responsibilities

- Interact and train volunteer/intern involvement.
- Attend conferences, seminars, and training events as designated by the supervisor.
- Conduct fire drills, shelter in place, and emergency evacuation procedures as scheduled or instructed.
- Flexible to work other shifts as needed for holidays, sick, or vacation time.
- Contact emergency services as appropriate including but are not limited to police, fire, security, and BARM management. Understand and operate all security/utility systems including alarms, fire panel, and emergency shot off switches. Perform other duties as requested.

SKILLS & QUALIFICATIONS

- Christian who desires to minister/work with people in varied circumstances related to homelessness including substance abuse recovery and mental illness; treating them with dignity and respect in all situations. In accordance with the BARM Statement of Faith, purpose, and values.
- Interpersonal skills - exercise compassion and discernment while modeling the teachings of Jesus Christ.
- Able to dialogue with shelter guest/residents, holding them accountable and encouraging them on their journey from brokenness to a new life based on relationship with Jesus Christ.



JOB DESCRIPTION

- Able and willing to honor the leadership, standards and ministry objectives of BARM.
- Computer literate (Word, Excel, Database, Outlook, Internet); able to complete reports and accurately input information. Willing to continue education as needed or required.
- Must have a teachable spirit and the ability to multi-task, listen, and follow instructions.
- Minimum two years of sobriety, if in recovery.
- Insightful, trustworthy, honest, reliable, and models appropriate boundaries.
- Street knowledge and understanding of anger management highly desired.
- Valid California driver's license with driving record acceptable to insurance carrier – Willingness to get a class B
- CPR/First Aid certification – preferred.
- Yearly TB clearance – required.
- Criminal background check / Life Scan clearance – required.

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- Work is primarily indoors and will require climbing stairs, sitting, standing, bending, reaching, and going from building to building – *frequently*.
- Carrying up to 25 pounds up and down stairs – *occasionally*.
- Requires working with a diverse population, many of whom struggle with homelessness, addiction and mental illness – *continuously*.
- Environment will be odorous due to lack of personal hygiene and intoxication of clients – *occasionally*.
- Requires a sustained level of high energy, stamina, and the ability to move about all of the facilities on a regular and ongoing basis – *frequently*. Involved in the collection of urine specimens – *occasionally*.

EQUIPMENT/TOOLS USED:

- ❖ Computer (Word, Excel, Database, Outlook, Internet), Copier/printer, Phone, Fax, Breathalyzer, and Drug Testing Kit

EDUCATION/EXPERIENCE

- ❖ Minimum high school diploma or GED; college education particularly in human services related field – preferred.
- ❖ 2+ years previous related work/volunteer experience – required.
- ❖ Knowledge of drug and alcohol and mental illness – preferred.

Requirement:

The Bay Area Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and Statement of Purpose. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in all of the ministry activities of the Bay Area Rescue Mission;
- Subscribe to the Bay Area Rescue Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the Bay Area Rescue Mission Employee Handbook.

This position requires a Conflict of Interest Statement and a Confidentiality Statement.

My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive and that employment is at-will.

Employee Signature

Employee Printed Name

Date