JOB DESCRIPTION

Job Title: Resident Assistant **Department:** Programs **Location:** 224 Macdonald Ave. **Reports To:** Program Manager **FLSA Status / Salary Grade:** Non-Exempt/BFOQ/PT up to 29 hrs/wk *BILINGUAL – ENGLISH/SPANISH* **Date Revised:** Jun 2021

8pm – 2:30am, Thursday through Monday

SUMMARY OF POSITION:

The Resident Assistant position oversees the day-to-day aspects of the facilities. Encourage and promote a peaceful, hospitable, safe 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, which reflects the vision of the Bay Area Rescue Mission (BARM). The position will focus on assisting the needs of the guests and providing an environment where individuals can find hope in Christ and direction for their life by empowering them to change their world.

DUTIES & RESPONSIBILITIES:

Administrative

- Provide support and/or supervision of emergency shelter guests/residents in accordance with the house rules and procedures, which include but are not limited to sleeping areas, meals, chapel, facility activities, safety and security.
- Maintain monthly statistics reports regarding demographics and monthly count related to shelter guests/residents.
- Collaborate with Program Coordinator staff, regularly meet with supervisor, and attend staff meetings and other continuing education seminars as required.
- Work front desk: answer phones, meet walk-in guests, accept and log donations, handle inquiries and maintain office operations.
- Work effectively and cooperatively with other department staff/leaders and conduct tours of BARM facilities.

Ministry

- Take opportunities to share the gospel of Jesus Christ and provide prayer support as available or requested.
- Handle requests for shelter/program, which includes phone screening, intake, rules, assigning rooms and bunks, etc.
- Demonstrate empathy, compassion, respect, hope, encouragement, active listening skills, confidentiality and ethical standards.
- Opening and/or closing the shelter at specified times which includes, signing residents and volunteers in and out.
- Direct residents back to Program Coordinator as appropriate on issues related to case management and program.
- Required to 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.
- Provide access to medication and monitor in accordance with house policies and procedures.
- 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.
- Conduct checks of guests/residents' belongings and room inspection upon entrance, during their stay, and exit of property.
- Maintain order in facility, provide crowd control in and outside of facility, prevent group loitering, and allow for clear passage.
- Conduct incremental and regular rounds to ensure 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 guests/residents (walk through entire property).
- Work effectively and compassionately with women and children, interacting and supervising both populations.
- Able to recognize and deal compassionately with substance abuse and mental health issues.
- Receive/return key deposits and guest/resident savings; maintain records.
- Advise guests/residents of policies, enforce policies, and standards of the BARM.
- Ensure the cleanliness and security of all facilities, report maintenance issues and supplies needed to the supervisor.
- Participate/cooperate with CFS and/or the court system as required (complete police reports, testify in court, etc.).
- Mandated reporter for children under the age 18 regarding physical, sexual, and emotional abuse and neglect.
- Handle emergency procedures appropriately as outlined in the Standard Operating Procedures.
- Flexible to work other shifts as needed for holidays, sick, vacation time, camp, special events, etc.
- Interact and train volunteer/intern involvement.
- 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 Purpose, Statement of Vision and Statement of Faith.
- Bilingual – English/Spanish
- 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.

- Able and willing to honor the leadership, chain of command, 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 model appropriate boundaries.
- Street knowledge and understanding of anger management highly desired.
- Valid California driver's license – required. Class B (preferred) with driving record acceptable to insurance carrier – required.
- 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 three flights of stairs, sitting, standing, bending, reaching, and going from building to building – *frequently.*
- Carrying up to 40 pounds up and down stairs three flights of 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 guest – *frequently.*
- 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.*
- Requires the ability to hear, see, and speak clearly – *continuously.*

The "carrying up to 40lbs" and "reaching" (greater than lateral) is removed from the physical factors/essential functions as an accommodation for Debbie Patrick – modifications due to shoulder limitation; we do not want Debbie to incur another injury. Debbie agrees to honor these accommodations.

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 – required.
- College education particularly in human services or related field – preferred.
- 2+ years previous related work/volunteer experience – required.
- Knowledge of substance abuse/recovery and mental illness – preferred.
- Certified substance abuse counselor – 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 Confidentiality Statement.

My signature below acknowledges that I have read and understand the job description as described herein and that I can fulfill this position. I understand that this job description is not all-inclusive and that employment with the Bay Area Rescue Mission is always at-will.

_____	_____	_____
Signature	Printed Name	Date