

Willis Dady Homeless Services Job Description

Job Title: Supportive Housing Resident Assistant

Supervisor: Housing Programs Director

Agency Overview: Since 1987, Willis Dady Homeless Services has been working to empower all experiencing homelessness to build futures of self-sufficiency through advocacy, housing, and employment. Willis Dady offers robust and individualized services to households at risk of and experiencing homelessness in Linn County, Iowa. Willis Dady works closely with local homeless service providers to identify gaps in services and provide innovative and personalized ways to fill those gaps to best meet the needs of our community.

Position Summary:

The Resident Assistant (RA) is responsible for overseeing overnight operations at Chandler Pump Apartments, a 13-unit Permanent Supportive Housing complex, enforcing property policies and supporting the mission of the organization, providing homeless services to our clients. This includes assisting clients where applicable, and managing the security, safety, and upkeep of the building and grounds. We are seeking RAs to fill an overnight shift (9pm-5am) throughout the week, for an average of 29 hours per week. The RA position is essential to the successful operation of our PSH, which helps people experiencing homelessness find a path to stability through housing. RAs will work directly with clients and other staff to ensure successful overnight operations.

The Resident Assistant will report to the Housing Programs Director, working closely with them to identify barriers and solutions to support PSH needs. Strong communication skills, attention to detail and organization, consistent follow-through, the ability to support individuals experiencing homelessness, and independent problem-solving will be essential for success in this position. This position is based in Cedar Rapids at the PSH located NW Cedar Rapids. The position is considered part-time (up to 29-hours per week) and begins at an hourly wage of \$17.85 per hour. Willis Dady is a federal student loan forgiveness qualifying agency. Willis Dady is an Equal Opportunity and At-Will Employer.

To Apply: Please submit a resume, and three professional references to Lauren White at lauren@willisdady.org or via mail at 1247 4th Ave SE Cedar Rapids, IA 52403. Interested applicants may also call for more information at 319-362-7555. Applications are now being accepted and positions will remain open until filled.

Requirements: The Resident Assistant must be self-driven and motivated to help individuals experiencing homelessness maintain safe housing and additional resources as needed. Previous experience working with vulnerable populations is strongly preferred. The Resident Assistant must believe in and promote the housing first model, trauma informed care and harm reduction practices.

Qualified candidates must:

- Align with agency core values: Support, Stability, and Opportunity: Empowerment: Equity and Inclusion: Meet People Where They're At: Energy, Enthusiasm, and the Courage to Lead: Acting with Integrity: Community.
- Have no serious misdemeanor or felony convictions for the last 7-years.
- Experience working with people experiencing homelessness, or past personal experience of homelessness is highly preferred.
- Ability to work well independently and with a team. Must be able to make independent decisions regarding safety, security, and client needs. Must also be able to brainstorm and share information with program staff and community partners.
- Become skilled at (or have prior experience) working with people who have a mental illness, suicide prevention, motivational interviewing, and drug and alcohol interventions.
- Attend in-person training as scheduled including onsite training for: de-escalation, trauma-informed care, suicide risk assessment, and harm reduction.

Don't meet every requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every qualification. Willis Dady is dedicated to building a diverse, inclusive, and authentic workplace. So, if you're excited about this role, we encourage you to apply anyways! You may be just the right candidate for this or other roles!

Specific Responsibilities

Direct Service

- Staff will always remain active and aware of their surroundings. RAs are required to remain awake throughout their shift.
- Create a welcoming environment for tenants, respond to requests, and provide connection to community partners as needed for guests.
- Build respectful and empowering relationships with tenants while fostering a culture of community
- Set and maintain healthy and appropriate boundaries with tenants
- Provide crisis intervention, safety planning, suicide risk assessment, and harm reduction techniques to tenants and guests, when applicable, according to Willis Dady Homeless Services and program policies and procedures
- Help people experiencing a mental health or substance use crisis by providing immediate support, de-escalation, and suicide risk assessments as needed
- Intervene and deescalate potential aggressive or triggered tenants and guests to ensure safety for themselves and others
- Manage interactions with tenants and guests to ensure an appropriate level of support is provided in an efficient and trauma-informed manner

Operational

- Perform entry and exit procedures for tenants and guests in compliance with our standard procedures
- Always ensure the safety and security of the building according to agency policies
- Consistently and respectfully enforce program rules and policies.
- Ensure a clean and organized facility and grounds; keep staff areas clean, report facility issues to management as they arise, conduct grounds checks on each shift, and assist with specialized cleaning as appropriate
- Sort, track, store, and distribute supplies
- Answer door and phone providing information and collaborating with external agencies
- Adhere to policy and procedures in the PSH program manual and Willis Dady Employee Handbook

Administrative

- Maintain client confidentiality in record keeping and in accordance with all agency policies
- Cultivate and maintain positive relationships with all community partners and neighbors
- Complete and turn in timesheets on schedule
- Accurately complete all client documentation
- Attend staff and team meetings and work assignment reviews regularly as scheduled
- Communicate and follow up on client information and concerns using the staff log on each shift
- Maintain tracking of all tenant and guest entry/exit, violations, and relevant communication
- Demonstrate a positive attitude and professional manner in carrying out job responsibilities
- Maintain open, detailed, and respectful communication with staff, tenants, guests, volunteers, service providers, and the community