

Willis Dady Homeless Services Job Description

Job Title: Part Time Residential Assistant

Supervisor: Shelter Manager

Position Summary:

The Resident Attendants (RA) is responsible for operating the Willis Dady homeless shelter facility and providing homeless services to our clients. This includes assisting clients who are residing in shelter and managing the security, safety, and upkeep of the building and grounds. We are seeking Resident Attendants to fill various shifts throughout the week, for an average of 10-29 hours per week. RAs are expected to occasionally substitute for other RAs and in rare instances provide overnight shelter coverage. The RA position is essential to the successful operation of our shelter, which helps people experiencing homelessness find a path to stability through housing and employment. RAs will work directly with clients, other staff, and volunteers. RAs will start at \$16.00 per hour.

Specific Responsibilities

Operational

- Perform intakes and exits for all shelter clients in compliance with our standard procedures
- Orient clients to the shelter facility and assist them with meeting their needs while at shelter
- Ensure safety and security of the building at all times according to agency policies
- Consistently and respectfully enforce shelter rules and policies. This includes exiting clients when necessary
- Provide resource information, staff communication, and referrals to clients to assist them with quickly finding housing and employment
- Ensure a clean and organized facility and grounds; keep staff areas clean, manage daily client chores and weekly deep cleaning, 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 donations
- Answers door and shelter phones providing information, referrals, screening for admission, collaborating with outside agencies, and taking messages for other staff and clients
- Train and supervise volunteers during your shift and on specialized projects as appropriate

Administrative

- Maintain client confidentiality in record keeping and in accordance with all agency policies
- Complete and turn in timesheets on schedule
- Accurately complete all client documentation including those required by the Service Point (HMIS) database, during each shift. This requires obtaining Service Point Certification within the first three months of employment.
- 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 client attendance, violations, medications, and relevant communication

Other

- Perform occasional other duties as assigned
- Complete trainings as required
- Demonstrate a positive attitude and professional manner in carrying out job responsibilities
- Maintain open, detailed, and respectful communication with staff, residents, volunteers, service providers, and the community
- Adhere to all shelter guidelines, policies, and procedures

Requirements

Residential Assistants are required to achieve Service Point certification within the first three months of employment. Previous human services work or volunteer experience in a human services environment required. Assertive and respectful communication, compassion, strong interpersonal skills, attention to detail, and dependability are vital in this position. Candidates must excel at working with diverse and vulnerable populations. Willis Dady is an Equal Opportunity and At-Will Employer.