

## **Willis Dady Homeless Services Job Description**

**Job Title:** Shelter Resident Assistant

**Supervisor:** Shelter Manager

**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 operating the Willis Dady Emergency Shelter and providing homeless services to our clients. This includes assisting shelter users and managing the security, safety, and upkeep of the building and grounds. We are seeking RAs to fill various shifts throughout the week, for up to 29-hours per week. RAs are expected to occasionally substitute for other RAs and 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, volunteers, and community partners to ensure successful shelter operations.

The Resident Assistant will report to the Shelter Manager, working closely with them to identify goals and solutions to support overall shelter 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 Willis Dady Emergency Shelter. The position is considered part-time (up to 29-hours per week) and begins at an hourly wage of \$16.00 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 Faith Walker at [faith@willisdady.org](mailto:faith@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 available on a rolling basis.

**Requirements:** The Resident Assistant must be self-driven and motivated to help individuals experiencing homelessness access safe shelter 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 have:

- 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 about shelter and client needs. Must also be able to brainstorm and share information with shelter 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 trainings for: de-escalation, trauma informed care, suicide risk assessment, and harm reduction.

### **Specific Responsibilities**

#### **Direct Service**

- Create a welcoming environment for shelter users, respond to requests, and provide connection to community partners as needed
- Build respectful and empowering relationships with shelter users while fostering a culture of community
- Set and maintain healthy and appropriate boundaries with shelter users
- Provide crisis intervention, safety planning, suicide risk assessment, and harm reduction techniques to shelter users according to shelter 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 shelter users to ensure safety of themselves and others
- Manage interactions with shelter users to ensure appropriate level of support is provided in an efficient and trauma informed manner

### **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.
- 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 supplies
- Answers door and shelter phones providing information, referrals, screening for admission, and collaborating with outside agencies
- Adhere to policy and procedures in the Shelter Policy and Procedure 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 client attendance, violations, medications, and relevant communication
- 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