

## **Resident Advisor- Shephard's Cove**

### **Position Description**

#### **POSITION SUMMARY** (Short summary of the essential purpose of the job)

Handles the day-to-day operations of the shelter, working directly with the shelter residents to ensure services are provided in accordance with established policies and practices and ensure residents abide by program regulations.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** (Duties that occupy a major portion of time and importance in the job)

- Oversees basic shelter operations during assigned shift
- Serves as primary contact for shelter customers and handles all day-to-day needs of customers, ensuring customer satisfaction
- Ensures customers comply with all shelter rules and regulations
- Mediates disputes among customers
- Conducts move-ins and orientations of new residents
- Follow proper consumer discharge procedures
- Conducts room inspections daily and on an as-needed basis
- Works as liaison with case managers/resident advisors and coordinates services with other agencies
- Develop and submit incident reports to the administration as required
- Participates in external and internal meetings, training, workshops, and conferences as required
- Conducts building security checks every two hours
- Assist with conducting fire drills
- Make 911 calls when needed
- Maintain a logbook, consumer medication log, and other required paperwork
- Handles other duties as assigned

#### **QUALIFICATIONS, KNOWLEDGE SKILL REQUIRED** (Minimum education and experience needed to perform the job adequately)

- High-school diploma; some college education preferred
- Minimum 2 years of experience in a similar position.
- Demonstrated ability to supervise and administer a similar program(s).
- Excellent interpersonal skills with a strong customer-service focus
- Ability to defuse difficult situations and use good judgment
- Ability to handle multiple priorities effectively and work under pressure
- Good communication skills, both verbal and written
- Good attention to detail with the ability to keep accurate records
- Ability to maintain confidentiality
- Demonstrated cultural competence and cultural responsiveness

**ADA SPECIFICATIONS** (Physical demands that must be met in order to successfully complete the essential functions of the job). This work may require some lifting (up to 15 lbs.) and include occasional travel to off-site meeting/sponsor locations.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties, as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

#### Work Remotely

- No

Job Types: Part-time, Full-time

Salary: \$17.00 per hour

Schedule:

- 8-hour shift
- Day shift
- Holidays
- Monday to Friday
- Night shift
- On call
- Overtime
- Weekend availability

COVID-19 considerations:

Customers are required to wear masks and cleaning is done regularly.

Ability to commute/relocate:

- Capitol Heights, MD: Reliably commute or planning to relocate before starting work (Preferred)

Experience:

- Caregiving: 1 year (Preferred)

License/Certification:

- CPR Certification (Preferred)

Shift availability:

- Day Shift (Preferred)
- Night Shift (Preferred)
- Overnight Shift (Preferred)

Work Location: In person

**Please send resumes to Deborah Terry at [dterry@ucappgc.org](mailto:dterry@ucappgc.org)**