



JOB DESCRIPTION

Position Title: Resident Aide

Reports to: Director of Programs

Purpose: This position plays an active role within the Direct Services Team by debriefing, giving feedback, sharing information, and service planning to ensure that residential needs are being met. In alignment with the Direct Services Team, may also provide life skills coaching to residents. This position is considered Part-Time and hours will vary based on needs of organization.

Qualifications:

- Commitment to continuous improvement of service quality and the organization's mission and vision
- Passionate about loving others, serving others and making a difference
- Customer service and interpersonal skills necessary
- Able to work a flexible schedule as needed
- Able to lift a minimum of 20 pounds
- High school diploma or GED

Responsibilities (may include, but are not limited to):

- Assist with preparation of welcoming new residents which may include cleaning, requesting maintenance, ensuring quality of current furnishings and redistributing as needed, assembling welcome baskets, etc.
- Assist with new resident orientation by ensuring basic needs are met upon arrival, reviewing guidelines, hands-on demonstration of chores and building rapport with residents.
- Ensure residents are following program policies and procedures through onsite accountability and encouragement which will include monitoring residential daily/weekly chore expectations, disaster/crisis response and drug/alcohol screening as needed.
- Maintains records of services offered and ensure all required data is entered into appropriate system and weekly reports submitted to Director of Programs. Reporting includes hotline calls, transportation logs, activities, attendance, life skills coaching, advocacy, etc.
- Maintains a clean, organized office space as well as resident common areas.
- Aids in ensuring resident needs are met as related to transportation and basic needs such as food, hygiene products, clothing, etc.
- Assists with donations: accepting, pick-up, sorting and organizing, redistributing and maintaining inventory of current stock.

- Assist with general office duties such as answering phones, filing, maintaining stock of office supplies, paper goods, etc.
- Assist with resident birthdays and other similar celebrations by securing gifts, decorations, and meals.
- Assist with group or family enrichment activities.
- Attend all necessary departmental and organization meetings and ongoing professional development.
- Perform other duties as assigned as they relate to serving the needs of the residents.

Salary Range: \$12.00 to \$14.00/hour

Exemption Status: Non-exempt

Employee Signature

Executive Director

Hire Date

Core Values: Authenticity, Love, Transformation, Grit, Collaboration

Mission: To restore the lives of women and children through a community of hope and healing;
Vision: for those we serve to lead safe, healthy, independent lives filled with dignity, hope, and purpose.