



Wings of Refuge

## Resident Assistant

**Organization Type:** Christ Centered Non-Profit

**Regular Schedule:** Full-time days, 33 - 35 hours per week. Three 11-hour shifts on a two week rotation. See specific schedule below.

**Schedule:** This role offers a unique opportunity to make a difference in the lives of our participants. With this unique and non-traditional schedule, you not only get the benefit of working days, you also help us create a safe and fun environment for one more girl to experience restoration through the love of Christ. We have 2 Resident Assistant positions that work opposite rotating schedules as follows:

Resident Assistant 1	Resident Assistant 2
Week 1: Sunday, Monday, Tuesday 7am - 6pm (plus 1 hour staff meeting on Wednesday) Week 2: Monday, Tuesday, Wednesday 7am - 6pm	Week 1: Wednesday, Thursday, Friday 7am - 6pm Week 2: Thursday, Friday, Saturday 7am - 6pm (plus 1 hour staff meeting on Wednesday)

### Duties and Responsibilities:

**Support Participants** during non-programming hours and help ensure a safe and healthy rhythm in the home. Assist the Program Manager and Life Coach in the coordination of daily schedules and programming.

- Meet with participants on a daily basis to assist with weekly responsibilities such as making phone calls and setting up appointments; assisting with any legal, medical or financial tasks that need to be resolved.
- Assist with new participant intake and onboarding which may include some or all of the following: inventory belongings, provide a house tour, review program handbook and guidelines, and provide overall assistance in how to use household items.
- Meet with night staff at the beginning of shift to receive any updates as necessary. Read any pertinent participant documentation from prior shifts. Record and file documentation from assigned shifts that may include but is not limited to medical notes, updates from appointments, wellness, support groups. Review documentation and happenings from assigned shift with next shift as appropriate.
- Keep files and records up to date with all relevant documentation such as medical, background checks, legal documents and releases. This may include tracking in Google sheets.
- May administer / dispense daily medications. Update documentation and record daily medications as applicable.
- This role will be primary in providing transportation for participants as needed. This may include but is not limited to transportation to attend appointments, wellness activities, programming and classes, work at social enterprise, shopping and running errands and church services.
- Set up participant access for the laptop. Review usage and internet safety guidelines with participants. Monitor usage to include reviewing internet search history, apps and emails to ensure guidelines are being followed.
- Assist Program Manager in setting up phones and other technology for participants and ensure technology use is within guidelines.
- Ensure staff cell phones and tracfones are charged and ready for use.
- Responsible for the planning and coordination of holiday parties and milestone celebrations for participants. This may include but is not limited to a card, poster, preparing a meal or coordinating a potluck, making a cake or dessert, gifts, etc.
- Write regular notes of encouragement to participants.
- Be available for help in filling open shifts due to staff absence and/or emergency.

**Support Programming** by assisting with planning and delivery of daily schedules for participants. Support

and guide participants in the achievement of individual goals.

- Assist with administrative tasks related to Rise Plans, Programming. Provide direction and assistance to assigned volunteers.
- Assist with coordinating participant schedules, activities and programming for the day / week. Assist in delivering programming that supports desired outcomes for each participant. Fill in as needed with classes and daily devotions.

**Maintain the Home** by coordinating and assisting participants with cleaning and other tasks around the home.

Ensure participant chores and responsibilities are being completed as expected.

- Identify when repairs are needed in the home and track monthly house maintenance items.
- Record any purchases, complete expense reports and monitor budgets (grocery, activity, clothing, etc.)
- Ensure supplies are purchased for the home (trash bags, dish soap, laundry detergent, etc.).
- Help monitor and stay informed of regular Van maintenance that is needed including filling Van up for gas when needed, being aware of upcoming oil changes and communicating to supervisor for scheduling as needed, be aware of and communicate any other items that need attention or maintenance to ensure Van is kept in good working order.

### **Additional Responsibilities**

- Perform all other duties as assigned
- Agree with the Wings of Refuge **Statement of Faith**
- Understand and demonstrate a willingness to engage in the **Guiding Principles** of the program
- Maintain an active, growing relationship with the Lord
- Abide by organization policies and procedures
- Participate in all required training and show competency in skill areas of training content.
- Willingness to pursue and participate in continuing education to stay up to date on best practices and regulatory compliance requirements

**Education and Experience:** Preference will be given to individuals who possess a bachelor's degree in behavioral or social sciences, social work, psychology, education, counseling, or a related field and have two years of experience in the field of human services. Relevant experience may be substituted for a degree.

### **Qualifications**

- Never have been shown by credible evidence (e.g., a court or jury, a department investigation, or other reliable evidence) to have abused, neglected, sexually exploited, or deprived a child or adult or to have subjected any person to serious injury as a result of intentional or grossly serious injury as a result of intentional or grossly negligent misconduct as evidenced by an oral or written statement to this effect obtained at the time of application and evidence of having made efforts to obtain and evaluate references from previous employers
- Documentation of at least two professional, educational or personal references that attest to the person's capability of performing the duties of the position.
- Complete a satisfactory preliminary criminal history background check and a satisfactory fingerprint records check.
- Be 21 years of age or older.
- Pass a motor vehicle record check
- Capable of performing multiple tasks and is well organized
- Possess crisis management skills
- Display strength-based tendencies
- Effectively communicate with others

*Note: This role works directly with female participants in our residential homes. Wings of Refuge follows a trauma-informed care approach and due to the nature and sensitivity of the work we do, a bona fide occupational qualification is that we can only hire women into our residential services positions.*