

Job Title: Resident Assistant
Grade: 3
Date: March 2019
Department: Crisis Services - Residential
Reports To: Assistant Director of Client Services

The YWCA Mohawk Valley is dedicated to its mission of eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

Job Summary:

Provide effective service delivery to the adults and children in residential facilities consistently and ethically within the mission and values of the agency.

Essential Duties and Responsibilities:

- Provide quality services to people of all ages, genders and sexual orientation, as well as their children following established action plans and trauma-informed models as needed.
- Provide crisis intervention, legal/medical information and referral services consistent with the goals and objectives of the YWCA and according to program policies and procedures.
- Responsible while on duty for the safety and well-being of the residents.
- Perform house safety checks, fire drills and lead protocols.
- Maintain and update appropriate records and reports according to policy and procedures.
- Maintain required documentation to sustain compliance with fire ordinances.
- Conduct intake and exit interviews when appropriate.
- Alert Client Services Director or on-call supervisor/director in case of emergencies, behavior problems, counseling needs, etc.
- Answer hotline calls and complete required documentation.
- Make child abuse reports to the registry as needed.
- Oversee and assist residents to complete household tasks, such as vacuuming, dusting, kitchen cleaning, etc. to assure the facility is maintained, safe, clean, and tasks completed as assigned.
- Maintain a level of knowledge that is current and applicable to performing this position, including, but not limited to, issues pertaining to domestic/sexual violence, and/or to runaway/homeless at-risk youth.
- Report to Assistant Director of client services any maintenance needs of the facility in a timely manner.
- Develop and maintain knowledge and relationships with YWCA and its services.
- Maintain a high level of confidentiality.
- Other duties as assigned.

Education:

- Associates degree in human services or social work preferred, or 2 years experience in the field of domestic/sexual violence and/or runaway/homeless at-risk youth preferred.

Required, Specialized, or Technical Knowledge:

- Acceptance and support of the YWCA Mission
- Ability to interact with staff, residents and/or agencies while maintaining confidentiality.
- Well organized and Flexible
- Strong written and verbal communication skills
- Ability to work independently with little or no supervision
- Ability to work with and interact with diverse populations
- Must have reliable transportation and the ability to travel

- Knowledge of Microsoft computer software.

Expectation for all Employees:

Supports the organizations mission, vision and values by exhibiting the following:

- ⇒ Integrity
- ⇒ Respect
- ⇒ Commitment
- ⇒ Compassion
- ⇒ Credibility
- ⇒ Expertise
- ⇒ Teamwork

Physical Requirements:

Equipment Used:

- Computer, fax, adding machine, telephone, voice mail, copier. Must hold a valid driver’s license and insurance and be able to travel as necessary.

Physical Activities:

- Climbing, balancing, stooping, kneeling, crouching, walking, grasping, talking, hearing.

Physical Demands:

- Sedentary work exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Visual Acuity Required:

- Heavy acuity is required in this position.

Work Conditions:

- There is no substantial exposure to adverse environmental conditions with the exception of weather-related travel conditions.

Employee Signature

Date

CEO Signature

Date