



JOB DESCRIPTION

Job Title: Resident Assistant – Supervisor. **Department:** Programs. **Location:** 200 or 224 Macdonald Ave. **Reports To:** Program Director **FLSA Status / Salary Grade:** Non-Exempt/BFOQ/ FT 40 hrs/wk, *BILINGUAL – ENGLISH/SPANISH* **Date Revised:** July 2024

SUMMARY OF POSITION:

The Resident Assistant – Supervisor position oversees the day-to-day aspects of the facilities. Encourage and promote a peaceful, hospitable, safe, and clean environment, smooth operation of the facilities, and meet the needs of all guests and residents and others seeking services as appropriate, treating all individuals with dignity and worth, which reflects the vision of the Bay Area Rescue Mission (BARM). The position will focus on assisting the needs of all guests and residents by providing an environment where individuals can find hope in Christ and direction for their lives by empowering them to change their world.

DUTIES & RESPONSIBILITIES:

Ministry

- Take opportunities to share the gospel of Jesus Christ and provide prayer support as available or requested.
- Demonstrate empathy, compassion, respect, hope, encouragement, active listening skills, confidentiality and ethical standards.
- Respond to and diffuse situations before escalation and handle disputes/altercations appropriately
- Able to handle emergencies/crises, determine the risks of harm to self and others, and respond professionally to the situation.
- Work effectively and compassionately with men, women and children, interacting and supervising all populations.
- Able to recognize and deal compassionately with substance abuse and mental health issues.
- Help create an environment for spiritual growth and development through prayer, worship, devotion, and encouragement.

Administrative

- Provide leadership, staff support, evaluation of employees, training, and supervision to resident assistants
- Participate in the hiring, disciplining, and dismissing of departmental staff under the leadership of the Program
- Under the leadership of the Program Director, maintain and develop policies, standard operating procedures, etc., for the Center for Women & Children
- Maintain monthly statistics and reports regarding demographics and monthly count related to all guests and residents
- Support and/or supervise all residents according to the house rules and procedures, including sleeping areas, meals, chapel, facility activities, safety, and security.
- Maintain monthly statistics reports regarding demographics and monthly count related to all guests and residents
- Collaborate closely with staff, including chaplains/program coordinators, regularly meet with supervisors, and attend staff meetings and other continuing education seminars as required.
- Work front desk, answer phones, meet walk-in guests, accept and log donations, handle inquiries, and maintain contact office operations.
- Work effectively and cooperatively with other department staff/leaders and conduct tours of BARM facilities.
- Handle requests for all guests and residents, which includes phone screenings, intakes, orientations, enforcing guidelines, room assignments and bunks, etc., under the discretion of the Program Director
- Maintain and modify schedules of activities and appointments, vocational training, service opportunities, chores, morning reports, birthdays, etc.
- Maintain classroom attendance and reporting
- Oversee the maintenance and cleanliness of facilities
- Assist in overseeing and developing content and material for vocational training areas such as hospitality, retail, custodial, Admin, etc. Ensure the proper function and flow of blessings boutique, supply closets, hygiene closets, etc., accurately processing any donations
- Maintain inventory of cleaning and office supplies and order as needed
- Required to assist, oversee, and/or perform drug tests, breathalyzer administration, and COVID tests; additionally, maintain inventory of all testing kits and ensure accurate and proper documentation
- Ensure proper and correct documentation of interactions with all guests and residents

- Assist other RA's with administrative tasks, including keeping accurate documentation, following guidelines & procedures as directed by the Director
- Direct guests and residents to appropriate staff on issues related to case management, program, and shelter requests, as needed
- Document and report all accidents/incidents/warnings/infractions to supervisor in an accurate and timely manner
- Assist and monitor special events
- Required to carry a partial guest caseload
- Provide and connect guests to appropriate resources and services
- Able to teach & facilitate program classes as needed

Other

- Advise and enforce all guests and residents of policies, guidelines, and standards of the BARM.
- Ensure the cleanliness and security of all facilities and report maintenance issues and supplies needed to the supervisor.
- Conduct incremental and regular rounds to ensure security by verifying that all systems are working properly, doors and windows are locked, possible fire or safety hazards are eliminated, and the overall safety and security of the shelter guests/residents are ensured (walk through the entire property).
- Maintain order in the facility, provide crowd control in and outside of the facility, prevent group loitering, and allow for clear passage.
- Conduct room checks of guests and all residents, inspecting belongings upon entrance, during their stay, and upon exit of the property.
- Participate/cooperate with CFS and/or the court system as required (complete police reports, testify in court, etc.).
- Mandated reporter for children under the age 18 regarding physical, sexual, and emotional abuse and neglect.
- Handle emergency procedures appropriately as outlined in the Standard Operating Procedures.
- Flexible to work other shifts as needed for holidays, sick, weekends, vacation time, camp, special events, etc.
- Interact and train volunteers/interns
- Perform other duties as requested.

SKILLS & QUALIFICATIONS:

- ❖ Christian who desires to minister/work with people in varied circumstances related to homelessness including substance abuse recovery and mental illness; treating them with dignity and respect in all situations in accordance with the BARM Statement of Purpose, Statement of Vision and Statement of Faith.
- ❖ Bilingual – English/Spanish
- ❖ Interpersonal skills - exercise compassion and discernment while modeling the teachings of Jesus Christ.
- ❖ Able to dialogue with shelter guests/residents holding them accountable and encouraging them on their journey from brokenness to a new life based on relationship with Jesus Christ.
- ❖ Able and willing to honor the leadership, chain of command, standards and ministry objectives of BARM.
- ❖ Computer literate (Word, Excel, Database, Outlook, Internet); able to complete reports and accurately input information. Willing to continue education as needed or required.
- ❖ Must have a teachable spirit and the ability to multitask, listen, and follow instructions.
- ❖ Minimum two years of sobriety, if in recovery.
- ❖ Insightful, trustworthy, honest, reliable, and model appropriate boundaries.
- ❖ Street knowledge and understanding of anger management is highly desired.
- ❖ Valid California driver's license – required. Class B (preferred) with a driving record acceptable to the insurance carrier – required.
- ❖ CPR/First Aid certification – preferred.
- ❖ Yearly TB clearance – required.
- ❖ Criminal background check / Life Scan clearance – required.

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- Work is primarily indoors and will require climbing three flights of stairs, sitting, standing, bending, reaching, and going from building to building – *frequently*.

- Carrying up to 40 pounds up and down stairs three flights of stairs – *occasionally*.
- Requires working with a diverse population, many of whom struggle with homelessness, addiction, and mental illness – *continuously*.
- The Environment will be odorous due to a lack of personal hygiene and the intoxication of guests – *frequently*.
- Requires a sustained level of high energy, stamina, and the ability to move about all of the facilities regularly and continuously – *frequently*.
- Involved in the collection of urine specimens – *occasionally*.
- Requires the ability to hear, see, and speak clearly continuously.

EQUIPMENT/TOOLS USED:

- Computer (Word, Excel, Database, Outlook, Internet), Copier/printer, Phone, Fax, Breathalyzer, and Drug Testing Kit.

EDUCATION/EXPERIENCE:

- Minimum high school diploma or GED – required.
- College education, particularly in human services or related fields – preferred.
- 2+ years of previous related work/volunteer experience – required.
- 1+ years of previous management/supervision experience and 2 years working within the homeless/mental health/addiction field
- Certified or licensed substance abuse counselor – preferred. If not, be willing to continue education towards certification.
- Knowledge of substance abuse/recovery and mental illness – preferred.

Requirement:

The Bay Area Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and Statement of Purpose. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in all of the ministry activities of the Bay Area Rescue Mission;
- Subscribe to the Bay Area Rescue Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the Bay Area Rescue Mission Employee Handbook.

This position requires a Confidentiality Statement.

My signature below acknowledges that I have read and understand the job description as described herein and that I can fulfill this position. I understand that this job description is not all-inclusive and that employment with the Bay Area Rescue Mission is always at will.

Signature

Printed Name

Date