



Putting Veterans First Since 1992  
**NEW DIRECTIONS** *for* **VETERANS**

### Position Description

Title	Resident Services Assistant
Reports to	Program Manager, Resident Services
Location	Building 116
Type	Non-Exempt, Regular Full-Time

#### How this position supports our Mission:

Resident Services Assistants works directly with residents to help meet their daily needs in a safe and secure environment. You will be the welcoming face at our residential living facility dedicated to Veterans experiencing homelessness. We offer several levels of care, including those for patients with diagnosed and undiagnosed Mental health conditions. Resident Services Assistants engage with our residents to help ensure their daily needs are met.

#### Duties and Responsibilities:

- Promote a calm, friendly and cooperative atmosphere within the facility and with the residents.
- Encourage Resident participating in programs and activities; building rapport with residents in a professional manner.
- Liaison between programs, case managers and other imperative departments
- Observe and monitor resident's behavior; advise clinical or case managers accordingly through proper protocol.
- Assist, conduct and support the promotion of a clean, orderly and healthy environment at all times.
- Maintain a clean, efficient, and professional work station at all times.
- Conduct daily room inspections for cleanliness.
- Conduct nightly bed checks to ensure all residents are accounted for.
- Clean and turnover vacant rooms after residents discharge from program.
- Report any damages to facility property in a timely manner using the Operation/IT reporting system.
- Ensure transportation, and transportation safety for residents for appointments or program outings as required.
- Maintain all care records in accordance with company policy and audit care records weekly to ensure accuracy.
- Supervision of self-administration of resident medications per physician orders and maintain training in medication distribution per State guidelines.
- Respond to any safety or medical issues and contact proper authorities when necessary.
- Prepare Incident reports and notify appropriate management staff.
- Conduct drug tests if required by program.
- Attend staff trainings and department meetings as needed and other duties as assigned.
- Perform mandatory security wand searches of all persons entering the building following the outlined Safety Protocols set forth.
- Field all incoming phone calls.
- Distribute program supplies to residents
- Other duties as assigned

#### **Required Skills:**

- High level of concentration and attention to detail for extended periods of time required. Ability to communicate effectively using all methods of communication with residents of varying ethnic, social and economic backgrounds, individuals in the organization at all levels, outside agencies, partner organizations and consultants.
- Experience working with the homeless population along with knowledge of veteran related issues.
- Ability to use good judgement, effectively solve problems and carry out responsibilities under general supervision.
- Ability to quickly organize and communicate thoughts and to understand communications from others.
- Ability to see, hear, and talk clearly in order to receive instruction and to give empathetic, direct instructions while knowing and understanding your audience.
- Ability to work independently, with others, around others, have verbal contact with others, face-to-face contact with others and prioritize work and make decisions.
- Possess excellent organization skill, initiative and follow through. Ability to be detail oriented in completing documentation.
- Be detail oriented, able to set priorities, meet deadlines, maintain a professional attitude, conduct and appearance at all times.
- Proficient in office software including: Word, Excel, Outlook and Internet use.

#### **Education & Experience & Other Requirements**

- High School Diploma.
- Minimum one year of experience working directly with participants within a therapeutic community or social model recovery program.

#### **Other Requirements**

- Provide Employment Eligibility Verification.
- Complete a background screen and drug test.
- Possess a valid California Driver's License and evidence of insurance coverage.
- Provide annual evidence of tuberculosis test.
- Complete bi-annual CPR Training.

#### **Work Environment and Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- In this position you will be in contact with individuals in crisis who may be ill, using alcohol and drugs, have mental illnesses, and who may not be attentive to basic personal hygiene, health and/or safety practices. You may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and/or lack of personal hygiene. As a result, you must be prepared and able to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.
- This is active work in a residential setting. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 40 lbs.

**Job Description Acknowledgement**

I have received, reviewed and fully understand the job description for Resident Services Assistant. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name: \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature: \_\_\_\_\_

*The employer is an "equal opportunity employer." The employer will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex.*