

Job Description

Title: Residential Assistant
Department: St. Margaret of Cortona, Woodbridge VA
Reports To: Program Director
FLSA Status: Non Exempt

General Description:

St. Margaret of Cortona Transitional Residences of Catholic Charities of the Diocese of Arlington seeks a full-time Residential Assistant to help ensure safety for families residing at St. Margaret of Cortona Transitional Residences in Prince William County. St. Margaret offers 12-24 months of transitional housing to homeless families exiting emergency shelters.

The hired individual will provide oversight to the program requirements and facility safe-keeping nights and weekends in keeping with Catholic Charities Gospel Mission to serve those in need with dignity.

The incumbent will enforce policy and procedure, and call 911 with urgent problems" requiring police or medical assistance. This position will not be permitted to carry or store on-site any type of deadly force weapon.

The position will require overnight hours and weekend coverage on site. The position is for 8 hour shifts, schedules will vary between 10:00 PM-7:00 AM. . Nights of the week may be variable or floating and the shifts are scheduled in advance on a monthly basis. This is a non-exempt position.

The Residential Assistant will work closely with the Program Director and SMC interdisciplinary team members to serve St. Margaret's families.

Responsibilities include, but not limited to:

- A demonstrated ability to handle sensitive situations appropriately and with discretion and confidentiality; and must be friendly and able to work effectively with other employees and interact with tenants and their guests.
- Ensure the safe functioning of the program facility and maintain a safe environment for clients. Provide information and referral or messages from front desk calls and inquiries. Document I & R calls.
- Communicate regularly with case managers to support and reinforce the client's service plan and maintain ongoing communication regarding client progress
- Maintain electronic contact notices for Case Managers by documenting all interactions with clients and any other significant events on site.
- Evaluate and provide for basic needs of shelter clients while on shift. Distribute household items, toiletries and other items to clients as needed and document..
- The Residential Assistant will enforce policy and procedure, notifying supervisor and/or 911 of urgent problems if any. Completing required Critical Incident Reports.
- Monitor security cameras and maintaining accurate logs of unauthorized or unusual activity or facility access. Acting promptly to notify first responders and SMC On- Call Staff of concerns or incidents.
- Routine review of unmonitored security camera video footage.
- Respond to resident office calls during those hours and accessing appropriate persons or resources to address emergencies.
- Maintain electronic contact notices for Case Managers by documenting all interactions with clients and any other significant events on site.
- Maintain the dignity and confidentiality of all clients during service delivery.
- Maintain current knowledge and ability to administer emergency procedures to include building

evacuation, health emergencies and safety management.

- Maintain current First Aid and CPR , Adult and Pediatric Certification.
- Participate in staff meetings and staff trainings as directed by supervisor (shift adjustments can be made)
- Ensure compliance with all agency policies and best practices
- Serve as essential personnel and must report to work as scheduled regardless of circumstances (inclement weather, highway congestion, Etc.)
- Maintain Core values of Catholic Charities and successfully complete mandated training in Virtus.

Qualifications:

Required:

- A high school diploma or GED
- 2+ years of experience in human services or emergency shelter experience.
- Approved background and CPS clearances
- Ability to build strong working relationships with clients and team members
- Strong verbal and written communication skills
- Valid Driver's License
- Willingness to work evenings and weekends as scheduled
- Ability to remain awake and attentive during night shift.

Preferred::

- A bachelor's in human services/ related field
- Experience working in programs serving victims of domestic violence
- Experience working in a residential environment
- Current CPR/ First aid certification
- Bilingual – Spanish or Arabic

Physical Requirements:

- Annual TB Test is required
- Ability to sit or stand for long periods
- Ability to lift items weighing 10-20 pounds