

Scholars Inc.
Thrive Housing Services
Resident Assistant Job Description

The Resident Assistant (RA) is an integral part of our programs. The RA works in a residential facility, single family home, or apartment setting under the direct supervision of Thrive Housing Services Residential Coordinator.

The role of the RA is to work with other residential staff to facilitate an environment within the residential community that promotes personal development. The RA facilitates the social, academic, and personal adjustment of residents to the housing facility. The RA develops a sense of community among residents and promotes active participation in Thrive services. The RA serves as a positive role model to residents and peer staff members. The Resident Assistant position focuses on enhancing the quality of life in the residential setting by fostering community, providing personal, academic, and job support, and being attentive to safety and security of residents. The RA articulates to residents the philosophy and policies of Thrive Housing Services and represents the needs of residents to the administration. The position requires an individual who is flexible enough to assume a variety of roles as dictated by the changing needs of residents. It is crucial that an individual be able to relate well to others and handle administrative responsibilities. The RA is more than just a friendly presence; they are the crucial link in creating an environment in which residents develop independence and learn to live cooperatively with others.

The following are the basic expectations of an RA. Specific responsibilities and expectations vary slightly among residential locations.

POSITION REQUIREMENTS

Thrive Housing Services seeks candidates who enjoy working in a community setting and fostering a living-learning community. Applicants must have:

- High school diploma/GED
- Two+ years' experience working with youth and young adults in a professional environment
- Must possess a valid Pennsylvania Driver's license, proof of automobile insurance, and a clean driving record
- Food Handlers Permit (or willingness to obtain one)
- Ability to communicate clearly and effectively with both residents and staff
- CNA certification a plus
- First Aid Certification a plus

Applications will not be accepted or interviews scheduled for anyone not meeting the above criteria.

POSITION RESPONSIBILITIES

Resident Assistants are responsible for the following key areas:

- **Community Development**—RAs help to create programs and activities designed to meet the needs of residents at their facility. As a community developer, RAs also host meetings, as well as have meaningful interactions with community residents and encourage community involvement.
- **Resources and Education**—RAs connect residents to other community opportunities to promote a positive Thrive experience. RAs also serve as a referral agent to other Thrive programs such as life skills groups, driving classes, and outside services and support.
- **Facility Management**—RAs work with other Thrive staff to ensure that there are no facility issues in their building. RAs are required to complete room inventory checks and safety checks on a regular basis and to notify supervisor of needed maintenance and repairs.
- **Policy Enforcement/Safety**—RAs are attentive to resident safety and security, as well as ensure that residents follow Thrive housing policies to maintain a respectful environment. RAs educate residents on their actions and decisions while informing them about how their actions impact an entire community.
- **Emergency Response**—RAs provide the primary response to emergencies within their facility. While each RA will have designated shift, staff are expected to assist whenever they are in the building as needed.
- **Administrative Tasks**—RAs are required to complete weekly reports, and other case notes, administer surveys, and assist with check-ins and check-outs of residents.

TIME COMMITMENT

The nature of the RA position is such that its responsibilities are determined not so much by a time clock or a calendar, but by the needs of residents. Some periods, such as training will require more time than average, but other responsibilities will arise that cannot always be anticipated and scheduled. Key time commitments include:

- **Duty**—Each RA will have a weekly duty night (5 p.m. to 8 a.m.) and a duty weekend (5 p.m. Friday to 8 a.m. Monday) about once a month. Duty entails staying in the facility to be accessible, walking the building to do security checks, and responding to any issue, incident or need. In addition, staff is expected to share duty responsibilities over holidays, long weekends, and in special circumstances (Thanksgiving, Christmas break, MLK weekend, Easter, emergencies, etc.).
- **Residence** —RAs serve a facility role in monitoring the residence to make sure the building is safe and secure for residence. This may require RAs to depart late or arrive earlier than scheduled to assure ensure proper coverage.
- **RA Training**—RAs must be trained in all aspects of their position prior to working alone. Training is scheduled from 9 a.m. to 10 p.m. on a day that promotes maximum attendance and includes evening responsibilities at the facility. A shorter version of training may also take place at other scheduled times throughout the year.

- **Regular Meetings**—Meetings include monthly staff meetings, weekly or bi-weekly one-on-one meetings with the supervisor, planning for special events, and other meetings as needed.
- **Vacation/Weekend Off**—RAs are eligible to request vacation time or a weekend and night off with approval of their supervisor and Program Director.

Any additional employment of a Thrive RA must be approved by the Thrive Executive Director. Outside employment must not interfere with the RA responsibilities.

Resident Assistant Expanded Job Description

The duties and responsibilities of the Resident Assistant include, but are not limited to the following:

Community Development

- Assist residents in developing a meaningful community that supports and promotes personal, employment, and academic responsibility, and engaged citizenship.
- Commit to and become involved in the development of meaningful educational, social, recreational, and cultural events for residents.
- Assess residents' needs and plan events that effectively meet their needs.
- Encourage residents to pursue their educational and personal interests and plan their own events and activities.
- Support company-wide initiatives for community development, education, and employment.
- Engage in positive intentional interactions with individual members of the community.
- Encourage residents to take responsibility for their actions and accept consequences for their behavior.

Academic Connection

- Promote and encourage positive learning experiences within the community.
- Promote opportunities for residents to engage with each other and staff with a focus on achieving their academic goals (when appropriate).
- Promote building relationships with staff, other residents, and individuals from academic settings.
- Encourage residents to pursue their educational interests in a supportive environment.
- Engage residents in formal and informal peer interactions in relation to the area of academic interest.

Role Modeling

- Serve as a highly visible leader and representative of Thrive Housing Services.
- Remain in good social, financial, and conduct standing with Thrive.
- Uphold high standards and live in accordance with the policies outlined in the Employee Code of Conduct, the *Housing Terms and Conditions*, and the Thrive Employee Manual.
- Understand that role modeling behavior is considered during your employment with Thrive including off-duty behavior as well as in cyber profiles and social media outlets.

Active Engagement with Residents

- Promote and sustain leadership by maintaining positive peer-leader relationships and supporting the goals of your residents.
- Be committed to resident success.
- Be available to and get to know your residents.
- Have conversations with the residents on your floor throughout the year, paying special attention to their achievements and needs.
- Develop opportunities for individuals to contribute to the community.
- Be accessible to residents at various times throughout the day, including nights and some weekends.
- Assist residents as they develop the interpersonal skills and individual responsibility.
- Encourage resident participation in Thrive programs, services, and activities as well as programs offered by cooperating organizations.
- Work as a member of the staff to support community-based learning opportunities.

Conflict Resolution

- Help develop an atmosphere in which residents have concern and respect for the rights of others.
- Empower and educate residents to resolve and mediate low-level conflicts on their own.
- Mediate conflicts amongst residents as they arise.
- Notify supervisor immediately of any conflict that may escalate
- Follow-up with residents after conflicts to ensure resolution

Individual Helping and Referral

- Assist residents with academic, personal and social matters within the limits of his/her training and capabilities, and serve as a resource and referral agent.
- Get to know residents in your assigned location well enough to recognize changes in behavior patterns for which counseling or other assistance may be necessary.
- Become familiar with all aspects of Thrive and available community resources.
- Be aware of the scope of your responsibility and consult with a supervisor.
- Maintain appropriate confidentiality regarding residents' records, incidents, and personal information shared by residents.

Meetings and Training Programs

- Successfully complete the RA Training.

- Attend all staff, resident, and community meetings as required. No exceptions will be granted without appropriate consultation.
- Attend all training and leadership development opportunities.
- Pursue educational opportunities to expand personal and professional development.

Enforcement of Regulations/Policies

- Understand, abide by and enforce all Thrive rules, regulations, and policies in a fair and consistent manner.
- Educate residents about their role to abide by Thrive rules, regulations, and policies.
- Facilitate a climate that promotes individual responsibility and protects the rights of the individual and the community.
- Address all policy violations immediately and consistently.
- Maintain consistency and fairness when dealing with all residents in the facility.
- Document resident concerns and notify supervisor in a timely fashion.
- Seek support and guidance from supervisor during and after difficult situations.

Emergency Response

- Assume on-call/duty responsibility as requested.
- Serve as needed in times of emergency response (i.e. severe inclement weather, crisis response, etc.)
- Remain at the facility overnight and on weekends when emergency circumstances arise.
- Understand and maintain familiarity with crisis protocols.
- Respond to crises as they occur in the building.
- Complete necessary paperwork involved in documenting the crisis.
- Escalate necessary situations to appropriate supervisor(s) immediately.
- Follow up with residents regarding any crisis situations.

Safety and Security

- Conduct rounds of the assigned housing area in accordance with the protocol.
- Document and submit reports within an appropriate timeline.
- Educate residents on fire and personal safety as well as evacuation procedures in the event of an emergency.
- Ensure the community is safe and livable for residents.

Administration

- Read and become familiar with administrative procedures contained in the Employee Code of Conduct, the *Housing Terms and Conditions*, and the Thrive Employee Manual.
- Complete all required paperwork in a timely and accurate manner
- Assist with housing administration functions as assigned.
- Collect and disseminate information in order to generate reports as required.
- Promptly posting signs within the building and update bulletin boards
- Identify and report maintenance concerns
- Serve on committees or assigned functional areas that are initiated throughout the year.
- Be fiscally responsible when using company funds.
- Assume additional responsibilities as assigned by supervisor, Resident Coordinator, and Thrive Program Director.

Evaluation

- Performance in the role of Resident Assistant is monitored throughout each year. Some of the factors taken into account are the successful completion of tasks, positive evaluation by the supervisor, demonstration of continued engagement in the RA role, and needs of the resident population.
- Thrive Housing Services maintains the right to reassign the Resident Assistant based upon the needs of our agency and the resident population.