

HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE : Resident Aide – Homeless Shelter
FLSA STATUS : Non-Exempt
GRADE : 5
REPORT TO : Program Manager
SUPERVISES : None

INTRODUCTION

The Resident Aide position provides on-site monitoring and surveillance of our facility (Kumuhonua Emergency Shelter). The period of surveillance normally occurs during after-hours, weekends, and holidays. This position is responsible to enforce house rules and responds to after-hour resident needs as appropriate. This Resident Aide position consist of “on-call” duties and the responsibilities consistent with an emergency shelter environment, which operates twenty-four (24) hours a day, seven (7) days a week. Internal (current program participants) and external (outside applicants) Resident Aide positions are available. On-call hours are only for internal Resident Aide positions.

CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic, and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution.
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintains, and strengthens partnerships with others inside and outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decisions in a timely manner.
6. Self-Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

ESSENTIAL POSITION RESPONSIBILITIES

- On duty, Monday through Friday, scheduled work hours are from 4:00 pm to 10:00 pm. On-call hours are from 10:00 pm – 8:00 am.
- Work hours on Sunday, Saturday, and Holidays are from 8:00 am to 10:00 pm. On-call hours are from 10:00 pm – 8:00 am.
- As a primary on-call staff (internal Resident Aide positions only) will:
 - On-call hours (**only applicable to internal Resident Aide positions**) means an employee needs to be available to work if an emergency/incident occurs at the Kumuhonua Emergency Shelter.
- Required to monitor activities within the facility.
- Handles crisis, emergency, or building security issues as needed.
- Intervenes, diffuses hostile, and violent conditions, in order to ensure the safety of all participants.
- Assists in maintaining the up-keep of the facility and the surrounding grounds. Verify the completion of a participant's community service chores.
- Conducts routine maintenance checks and cleanliness of the common areas, kitchen, and the restroom areas to ensure they are clean and well-stocked.
- Promotes a harmonious relation among participants, staff, and the community.
- Ensures adequate health & safety standards of the shelter. The kitchen area is maintained at all times (includes compliance with the Department of Health and the Fire Department's regulations).
- Interacts with participants to share information, provide supplies, etc.
- On a daily basis, you will set the right example to other participants and staff:
 - Adhere to house rules and program requirements at all times.
 - Treats others in a respectful manner at all times, understanding and maintaining the role as a "service provider".
 - Provides excellent service.
 - Properly complete documentation of incidents and services provided.
 - Demonstrate an overall "can do and positive" attitude.
 - Seeks solutions in a positive and proactive manner.
- Ability to operate effectively and cohesively as a staff member, working collaboratively with other staff for a timely determination of corrective action of addressing participant issues.
- Uses crisis prevention, intervention, and resolution techniques to address and resolve participant issues.
- Understands low-income and homeless individuals and their specific needs.
- Complete incident reports in a timely manner.
- Attends staff meeting to ensure understanding of daily shelter operations and expectations.
- Performs other related duties as assigned or required.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represents the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION

A high school diploma/GED is minimally required. An associate's degree in human services, social work, business or a related field is preferred.

EXPERIENCE

One (1) year of experience providing in a customer service related capacity.

PROGRAM PARTICIPANTS

Current participants of Kumuhonua Emergency Shelter are eligible to apply for this position. The internal Resident Aide must follow all Kumuhonua program requirements. Past violations and incident reports will be reviewed as part of the application process and may disqualify an individual from eligibility.

CERTIFICATES, LICENSES, REGISTRATIONS

CPR and First Aid certificates are up to date within three (3) months of hire.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Able to handle crisis situations with a minimum of supervision.
- Able to maintain program/client/agency confidentially, and treat each individual with dignity and respect.
- Able to set and observe appropriate personal and professional limits and boundaries, especially with respect to shelter residents.
- Able to remain calm and handle potentially volatile situations.
- Demonstrates a high level of integrity.
- Strong conflict mediation and negotiation skills.
- Able to accept supervision and implement program decisions in an appropriate and professional manner.
- Able to enforce house rules in a consistent, firm, but respectful manner.
- Able to be a team player and work with staff and community social services providers cooperatively.
- Able to deal effectively with a variety of people, situations, problems and changes.
- Able to work alone and as part of a team.
- Basic math, analytical, and problem-solving skills.
- Some computer skills helpful (Microsoft Word, Excel, and Outlook).
- Organizational skills (complete paperwork, meet deadlines, etc.);

- Ability to multi-task.
- Strong interpersonal communication skills.

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of the characteristics of low-income areas.
- Knowledge of the multi-ethnic cultures common to Oahu.

PHYSICAL DEMANDS/WORKING CONDITIONS

- Must be able to climb three (3) stories of stairs on a regular basis, with the ability to:
 - Carry a minimum of twenty (20) lbs. to each floor.
 - Support and assist an individual up or down the stairs as may be required in an emergency.

	Never/ Rarely	At Times	Often/ Constant
Work Locations: in doors			X
Work Locations: outdoors			X
Work Locations: sitting			X
Walking/standing			X
Bending/crouching/reaching, etc.			X
Lifting/carrying - light (up to 10 lbs.)			X
- medium (11 to 20 lbs.)		X	
- heavy (over 20 lbs.)	X		
Contact with hazardous materials		X	
Dust, smoke, odors, noise, etc.			X
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X