



## **Heading Home**

**Job Title:       Dormitory Resident Assistant**  
**Program:        AOC Campus**  
**Reports To:     Program Director**  
**Hours:          4:30pm – 9:00pm**  
**Rate of pay:    11.25 hourly**  
**Non-exempt/Essential**

### **Position Summary:**

The Resident Assistant shall assist all Albuquerque Opportunity Center staff, residents and volunteers in the pursuit and goal of Heading Home's mission which is to make experiences of homelessness rare, short-lived, and non-recurring.

### **Essential Duties & Responsibilities of a Dormitory Resident Assistant include:**

- Overall reports to Shift Supervisor/Program Director
- Supports all Shift Supervisor's, Respite RAs, Security Guards and Volunteers.
- Assists in creating and maintaining an emotionally and physically safe atmosphere.
- Transport AOC residents to and from AOC as scheduled and when necessary.
- Assist in Resident Intake, which includes admission into AOC program, reviewing Welcome Packet with new residents, storage of resident property.
- Stocking toiletries and linens.
- Sorting and organizing the storage room: toiletries, clothing donations and food donations.
- Interaction and socialization with residents is imperative and required; developing a good rapport with residents and keeping the Security staff informed of any and all known potential behavioral problems that may affect the dorm's security.
- Assist Security staff in patrolling AOC premises, interior and exterior. Alert Shift Supervisor and Security staff of any and all suspicious behavior.
- Picking up RCP evening meals at Project Share.
- Prepare and provide snacks (if available) to residents. Also organize perishable food in AOC refrigerators in the storage areas, disposing of expired food, and maintaining a clean prep area.
- Assist with coordination of volunteer duties and activities.
- Assist and cooperate with Community Outreach Programs.
- Review storage area for accurate and complete tag information.
- Audit resident storage shelves for belongings that are outdated or inactive.
- Assist in the coordination of program activities and volunteer services as required.
- Review and follow-up on AOC shift notes, AOC email and phone messages in a timely manner.
- Ensure adequate supply of clean linens for distribution to new residents.
- Organize and maintain black medicine storage cabinet in storage room.
- Assist with maintenance of AOC vehicles – when necessary, gas up, check oil, and maintain tire pressure.
- Organize storage area; also assist with resident storage check in/out.
- Facilitate resident shower procedure; dispense linens, towels and clothing from storage or laundry room (if necessary).
- Assist in escorting residents from AOC premises.

**The responsibility of all Heading Home employees includes the following:**

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

**Skills:**

- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.
- Ability to communicate effectively both orally and in writing.

**Requirements:**

- Valid New Mexico driver's license and reliable transportation.
- Ability to navigate stairs, ladders, ramps and uneven terrain.
- CPR/ First Aid Certification or ability to become certified within 30 days of hire.

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Please send your resume to [Chassityg@headinghome.org](mailto:Chassityg@headinghome.org)