



Peaceprints™ of WNY
660 Smith Street; Buffalo, NY 14210; (716)856-6131
www.PeaceprintsWNY.org; info@PeaceprintsWNY.org

JOB TITLE:	Resident Assistant
DEPARTMENT:	
REPORTS TO:	House Manager, Team Leader
FLSA CLASSIFICATION:	
EFFECTIVE DATE:	

Position Summary: Under the direct supervision of the House Manager, or in their absence the Team Leader, this position is responsible for resident support, security, maintenance and operations primarily during night and weekend hours. Must be available to work in emergency situations on an on-call basis. Must coordinate and communicate effectively with staff, residents and emergency responders.

Essential Functions:

- Notify supervisory staff of violations of security, maintenance or operational procedures on the part of residents. Make appropriate log book entries.
- Assist in ensuring that residents complete assigned details, checking completion and quality.
- Assist in ensuring that residents comply with house rules, reentry routines, participate in activities and programs completing required attendance and participation records.
- Assist with proper storage, security and disposing of medications.
- Issue, control and account for all residents' room keys and/or security codes.
- Supervise residents in process for meal planning, preparation and clean-up.
- Assist in day-to-day maintenance.
- Monitor visitors and volunteers assuring appropriate sign in and sign out.
- Attend scheduled meetings and training.
- Conduct morning spiritual focus groups as assigned.
- Assist with monthly fire drills.
- Maintain and review log entries at the beginning of each shift.
- Make rounds of all floors of the residence and grounds hourly.
- Maintain confidentiality and safeguard all information in accordance with all policies and procedures.
- Help to create an environment where goals are achieved and our core values are demonstrated by all.
- Inspire others to learn and grow. Provide frequent and regular coaching to build skills and create best practices to achieve goals.
- Demonstrate and delegate tasks to ensure residents receive ongoing challenges to increase skills and competencies. Check for understanding and assist individuals in problem solving.
- Respect systems of accountability. Recognize good performance and celebrate successes.
- Address performance deficiencies immediately, following sound corrective action process.
- Maintain effective communication systems to ensure clarity in roles, priorities and focus.
- Participate in opportunities to advance personal and professional growth.
- Facilitate internal communication by participating in team meetings and by sharing knowledge.
- All other duties as assigned.

Education and Experience:

- Minimum Associates degree in related field
- Minimum of 2 years' of related experience



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Knowledge, Skills and Abilities:

- Appreciation and understanding of Peaceprints of WNY's mission and vision.
- Knowledge of Criminal Justice System. Computer proficiency required.
- Financial Responsibility – Promotes conservation of organizational resources.
- Change Management – Communicates change effectively. Builds commitment and overcomes resistance.
- Communications – Clearly expresses ideas and thoughts verbally. Clearly expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods.
- Managing People – Provides direction and gains compliance. Includes residents in planning. Takes responsibility for residents' activities. Is available and receptive to residents. Provides regular performance feedback. Develops residents' skills and encourages growth.
- Quality Improvement – Fosters quality focus in others. Sets clear quality requirements. Measures key outcomes. Solicits and applies resident and supervisor's feedback. Improves processes, products and services.
- Team Participation – Fosters team cooperation. Defines team roles and responsibilities. Supports group problem solving. Ensures progress toward goals. Acknowledges team accomplishments.
- Emotional Control – Demonstrates professionalism at all time. Maintains personal control and composure to effectively deal with emergency or difficult situations.

Physical Requirements

The physical demands 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.

- Frequent computer use
- Primarily sedentary work with occasional bending and reaching
- Maintain a high energy level; comfortable performing multi-faceted projects in conjunction with day-to-day activities
- Regularly required to speak clearly and hear the spoken word as well
- Regularly required to read and write clearly

I have reviewed and understand the job description and believe it to be accurate and complete. I understand that the organization retains the right to change the Job Description as they deem necessary. I will follow and adhere to my Job Description to the best of my ability.

Employee Signature

Date