

RESIDENT ASSISTANT (SHELTER)

DISTINGUISHING FEATURES OF THE CLASS: This is entry-level work primarily involving responsibility for basic personal services to residents of the County's Emergency Shelter, as well as basic support for activities and operations. The work may also include the performing of basic clerical duties, such as maintaining simple records and providing routine information to residents, as assigned. The work differs from that of a Shelter Services Worker in the primary responsibility for personal care services. The work is performed under the direction of a Senior Caseworker. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides personal hygienic and grooming care and assists residents with daily living skills, which may include assisting residents in taking self-administered medication, under the direction of an administrator;

Encourages residents to develop healthy personal hygiene habits and routines;

Serves and collects food trays and may assist residents with menu selections by explaining menu items and encouraging healthy choices;

Assists residents with scheduling medical and other appointments by providing contact information, encouraging residents to make appointments in a timely manner, etc.;

Observes residents' behavior, interaction with others, responses to questions and directions, etc. and reports changes in behavior or mental functioning to supervisors;

Encourages residents to participate in activities;

Tidies living quarters and makes beds, as needed;

Maintains simple records of facilities used and services provided, including but not limited to number of assigned and vacant beds, supplies distributed (e.g., soap, towels, etc.), food services, etc.;

Stores and maintains residents' medications in a secure location;

Provides basic information to residents about Shelter rules, basic procedures for services, etc.;

May assign accommodations and maintain a sign-in and sign-out register, as needed;

May keep an inventory of supplies and complete forms to request supplies, as needed;

May answer the telephone, as necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of personal hygiene techniques and practices; ability to understand and carry out basic oral and written directions; ability to establish cooperative relations with Shelter residents; ability to respond appropriately to simple emergencies; ability to keep simple records.

MINIMUM QUALIFICATIONS: Six (6) months of full-time work experience that substantially involved the personal care of aged, sick, or disabled individuals.