
Tompkins Community Action

an active community can produce powerful change

JOB TITLE: Housing Resident Assistant - FT
STATUS: Non-Exempt
DEPARTMENT: Supportive Housing Services
SUPERVISOR: Housing Compliance Manager

Job Summary:

The Housing Resident Assistant provides on-site coverage at Supportive Housing locations in the City of Ithaca. The work schedule is defined by resident needs during non-traditional hours (evenings/late night/weekends). *Supportive Housing is affordable housing with onsite services that help formerly homeless, disabled residents live in dignity in the community.* Primary responsibilities at each site include daily cleaning tasks, maintaining a visible staff presence, and monitoring building activities. This position also provides resident transportation to meetings, appointments, or supportive service activities as directed by supervisor.

Job Responsibilities:

Support Services: (90%)

- Completes daily cleaning activities. Tasks include removing trash and recycling from common areas, sweeping and mopping, vacuuming, wiping surfaces, cleaning glass, sanitizing bathroom spaces and other tasks according to a task list and building needs.
- Completes daily building safety inspection using checklist and addresses issues, in the moment, if possible, to ensure building safety at beginning and end of shift.
- Completes hourly building checks during shift to observe activities and identify any issues with safety or non-compliance of residents or guests.
- Provides support during crisis situations by assessing the situation and contacting appropriate supports.
- Completes appropriate incident reports to document safety and/or program non-compliance issues observed during shift.
- Provides a visible staff presence and completes documentation for all observed resident activities.
- Provides resident transportation, using agency vehicle, as needed, and approved.
- Assists with apartment set up and unit turnover activities as directed.
- Collects, maintains, and reports program data in accordance with funder requirements.
- Completes case note documentation for resident files.
- Completes daily End of Shift report & emails to Supportive Housing Program staff to

- maintain communication & program consistency.
- Notify supervisor immediately for any imminent safety concerns regarding building and/or resident safety/security.
- Notifies Supervisor when Emergency Responders are on site.
- Informs and encourages adherence to building rules and lease; includes documentation of incidents and reporting as required and defined in program procedures. Utilizes teachable moments rather than consequence driven outcomes unless the violation is safety related.

Other: (10%)

- Input and utilization of agency wide intake tracking
- Attends networking meetings and community events, as requested
- Meet monthly program reporting requirements, as assigned
- Attend staff, department, and agency meetings
- Participates in department, agency, and outside trainings, as requested
- Other duties and responsibilities as assigned

Required Knowledge, Skills and Abilities:

- Promote Agency Mission and adhere to policies, procedures and guidelines as defined by TCAction and program funders
- Ability to work with diverse groups and individuals
- Provide program support during non-traditional hours; includes nights and weekends
- Excellent written and oral communication skills
- Competent in Microsoft Office Suite programs and basic computer functions
- Maintain program participant files and submit monthly reporting, as defined by Supervisor
- Bi-Annual satisfactory physical including TB test (Mantoux or Chest X-ray)
- Physically able to bend, squat, kneel, crawl, use power and hand tools, climb ladders, and lift up to 50 lbs.

Minimum Qualifications:

- HS Diploma/GED
- At least one (1) year of experience in human services or customer service delivery.
- Meet TCAction criteria for satisfactory driver's license in order to access agency owned vehicles for work related activities.

Print Name: _____ **Signature:** _____ **Date:** _____

Position is covered under TCReaction, Local No. 11; Painter's District Council # 4 bargaining unit.