



## Job Description

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<b>Title:</b>	Resident Advisor	<b>Position #:</b>	4502
<b>Dept:</b>	Crisis Center	<b>Salary Grade:</b>	TBD
<b>Reports to:</b>	Day: Director of Crisis Center Evening: Evening/Overnight Team Leader	<b>EEO:</b>	Service Workers
<b>Supervises:</b>	N/A	<b>FLSA:</b>	Non-Exempt

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### GENERAL SUMMARY:

The role of the Resident Advisor is to advocate for and provide direct care services for youth seeking assistance from Covenant House New Orleans (CHNO). Resident Advisors ensure a welcoming and safe environment for all youth in accordance with the Covenant House Mission Statement, Five Principles, and Core Values.

### DUTIES & RESPONSIBILITIES:

- Initiate and maintain positive, professional, and mentoring relationships with youth and staff in accordance with the Covenant House Mission, Principles, and Core Values.
- Promote a peaceful, healing environment by utilizing the principles and practices of trauma-informed care and positive youth development in all aspects of work and youth engagement, including crisis prevention, intervention, and de-escalation.
- Ensure that Covenant House New Orleans (CHNO) is a welcoming, safe, and secure “homelike” environment for youth receiving services.
- Spend time actively listening to youth and learning of their personal experiences and histories.
- Safeguard youth from physical, sexual, and/or verbal harassment and abuse, and from discrimination (based on gender, gender identity, sexual orientation, race, ethnicity, national origin, and religion).
- Take a proactive stance to ensure that youth are treated appropriately by other youth, staff, and guests of the agency.
- Welcome and assist new and returning residents to CHNO: address their immediate needs (shelter, food, clothing, etc.), complete intake in a timely manner, orient residents to the program and services available (including each youth’s rights).
- Participate in weekly case reviews and the development of resident’s case plans; provide support and guidance to residents (and Case Managers) in an effort to meet goals developed in individual case plan(s).
- Assist Case Managers in the follow-up of resident’s appointments, referrals, and case plans.
- Provide support to residents by actively engaging in classes, workshops, and activities, including safe transportation and supervision of off-site activities.

- Provide Life Skills training and direction to residents on topics including but not limited to:
  - Conflict Resolution and Problem Solving
  - Interpersonal Relationships
  - Self-Esteem and Self-Development
  - Wellness
- Assist in the reunification of homeless minors and young adults with their families/relatives, including contacting families and facilitating travel plans home (i.e. authorizing bus tickets through Greyhound).
- Assist, monitor, and document residents' self-administration of medications (i.e. recording medications on the individual resident's MAR form).
- Complete all daily documentation by the end of each shift (i.e. intake packet, progress notes, transition notes, significant event forms, critical incident forms, floor and room inspection forms, etc.).
- Maintain accurate, up-to-date information in both electronic and paper case files on current and former residents, including ETO, HMIS, and other information systems as required.
- Maintain residents' safety by assisting with any medical and/or other emergencies.
- Ensure the prompt evacuation of the facility in the event of a fire/fire drill or other emergencies.
- Ensure that the daily cleanliness/appearance of the facility and grounds are maintained by both residents and staff.
- Maintain awareness of physical environment and submit Maintenance Requests as needed.
- Attend all trainings (unless specifically excused by supervisor), and integrate information and tools into individualized tasks and responsibilities.
- Perform other job-related duties as requested.

\*\* Indicates essential function for purposes of the Americans with Disabilities Act (ADA).

**EDUCATION, KNOWLEDGE, SKILLS & EXPERIENCE:**

- ❑ Bachelor's degree in social services preferred, OR a minimum of 2 years' experience working with at-risk youth or special needs populations. Minimum of 2 years' experience in a residential setting preferred.
- ❑ Prior background working with youth who have experienced homelessness, abuse/violence, or other emotional and behavioral challenges using a trauma informed approach.
- ❑ Knowledge of community resources and the skills to make referrals.
- ❑ Good oral and written communication skills.
- ❑ Ability to exercise sound judgment in crisis situations and to supervise youth, maintain order, and exercise authority in an appropriate manner.
- ❑ Ability to be flexible and adaptable to the needs of youth and the agency.
- ❑ Valid driver's license.

OR - any combination of education, training and experience which provides the required knowledge, skills and abilities.

**LOCATION:** Covenant House Crisis Center

**WORKING CONDITIONS:**

Physical Demands

Position involves active movement around the Crisis Center. Daily seeing, hearing, and talking are important.

Environmental Conditions

Indoors at least 75% of the time in climate-controlled building. Wheelchair accessibility in the Crisis Center is limited; second and third floors are accessible by elevator, as needed.

Other Relevant Conditions

Exposure to the following conditions is unlikely: blood borne pathogens; extremes in temperature; hazardous materials; fumes, poor ventilation, or other potentially dangerous atmospheric conditions; intense noise.

Non-traditional hours may be involved.

Some travel will be required, primarily within the New Orleans metropolitan area.

**MATERIALS & EQUIPMENT:** Typical office equipment, including computer, telephone, copier, and fax machine.

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**I understand that the statements included in this document are intended to describe the general nature and level of work being performed by individuals assigned to this position, and that they are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified.**

\_\_\_\_\_  
Signature of Team Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

**APPROVALS:**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date