

Job Description

Stepping Stones Shelter, located in Rockville, provides housing and support to six families at a time and is staffed 24/7. We are currently seeking part-time Resident Assistants (RAs) to join our skilled team. The ideal candidate will have flexibility to cover a mix of shifts—weekday or weekend, including 8:00 a.m.–4:00 p.m., 4:00 p.m.–11:00 p.m., or 11:00 p.m.–8:00 a.m.

The RA staff are responsible for monitoring and maintaining a safe environment for Stepping Stones Residents. RAs are also expected to perform administrative duties during their shift and adhere to shelter operating procedures. The RA position is an essential staff position and reports directly to the Residential Assistant Supervisor.

A full job description will be provided upon interview. Some of the job duties include:

-Strong consideration given to Bi-lingual candidates (Spanish & English)

Responsibilities:

- Monitor and maintain awareness of who is in the building to ensure safety, respond to potential threats, and assist in emergency evacuations.
- Perform front desk duties, including greeting volunteers and donors, answering the door and phone calls, assisting with donation intake, and engaging with volunteers during scheduled activities.
- Accurately document activities and incidents in the shelter's online software (Salesforce) in a timely manner.
- Support and assist residents throughout their stay, helping them get oriented and providing necessities such as toiletries.
- Manage resident medication access by observing and documenting distribution.
- Uphold and enforce all shelter policies and procedures.
- Respond to inquiries during shifts and direct calls to the appropriate staff as needed.
- Conduct rounds at the beginning of each shift and periodically throughout, documenting observations to ensure resident safety, and promptly report suspicious activity.
- Maintain a safe and clean environment within the shelter, reporting any issues or deficiencies to management.
- Participate in Resident Assistant and full staff meetings as scheduled.
- Provide a verbal shift handoff to oncoming and day staff.
- Conduct chore checks as outlined in the Resident Handbook, providing instruction and assistance if chores are incomplete.
- Maintain resident confidentiality and communicate with residents in a respectful and appropriate manner.

Requirements:

- High school diploma or GED
- Ability to maintain a friendly, calm and measured demeanor
- Ability to use authority in a professional and appropriate manner at all times
- Ability to treat residents, donors and volunteers in a respectful manner at all times
- Excellent dependability and reliability
- Ability to multi-task and stay organized
- Demonstrated ability to take initiative and be flexible to help when needed
- MS Office experience

Previous Residential Assistant experience and Salesforce experience preferred (not required)

**Will need to undergo a confidential background check (performed by Stepping Stones)
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Masks, social distancing