

**Job Title:** Healthy Hotel Lead Resident Assistant  
**Date:** April 17, 2020  
**Reports to:** COVID-19 Emergency Response Manager

## **JOB PURPOSE**

Under the direction of the Pfh COVID-19 Emergency Response Manager (ERM) your challenge will be to provide onsite support, coaching, and supervision of Resident Advisors as they work with individuals experiencing homelessness that have tested negative for COVID-19 and have been placed in our "Healthy Hotel" as a preventative measure due to age or underlying health conditions such as respiratory illnesses, diabetes, high blood pressure, etc.

## **ROLES AND RESPONSIBILITIES**

This is a shift-work position that is expected to last 3-4 months, not to exceed 800 hours. This person will be expected to work outside of standard business hours and possibly beyond 40 hours/week. This position is considered an essential employee and will have to work at the isolation unit.

This position is for an ambitious and compassionate leader who will undertake a variety of tasks relative to supporting daily operations in an isolation unit designed to provide respite to individuals experiencing homelessness that have tested negative for COVID-19 and have been placed in our "Healthy Hotel" as a preventative measure due to age or underlying health conditions such as respiratory illnesses, diabetes, high blood pressure, etc. Duties will include but not be limited to:

- Will work in close partnership with ERM and Emergency Response Coordinator (ERC) to ensure the overall operation of Isolation Unit during assigned shift.
- Will participate in the Resident Assistant interview process as needed.
- Will monitor Resident Assistant productivity and adherence to established shift protocols.
- Will provide support, coaching, and direction to Resident Assistants.
- Will be responsible for ensuring full coverage on assigned shift.
- Will cover work stations as necessary to ensure timely breaks for Resident Assistants in accordance with Fair Labor Standards Act.
- Will assist as needed to meet basic needs of individuals housed at the hotel.
- Will assist as needed in coordination with partner behavioral health and CoC providers to coordinate care.
- Will coordinate with onsite security staff to ensure regularity of rounds throughout the Isolation Unit to identify any safety or security concerns.
- Will report all safety and security concerns to onsite security staff and ERM.
- Will document all issues and concerns that may arise in the isolation unit and share same with ERM.
- Will assist as needed in the coordination of discharge planning activities
- Will work in close proximity to individuals recovering from the effects of COVID-19

## **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- High energy and a passion for the CoC's mission and goals
- Experienced in Case Management (preferred)
- Demonstrated ability to lead, motivate, and support front line staff
- Solid organizational skills including attention to detail and multitasking skills
- Ability to work under pressure and multi-task in a fast-paced environment are required
- Excellent verbal communication, interpersonal, and relationship-building skills
- Experience working with vulnerable populations
- Associate Degree or relevant field experience may be considered in lieu of a degree
- Experience in homeless services (preferred)

## **SUPERVISORY RESPONSIBILITIES**

Will provide supervision of Resident Assistants on assigned shift.

**COMPENSATION**

This is a temporary which pays \$20/hour. There are no benefits for this position.

**Interested applicants should apply at: [www.partnersforhome.org/covid](http://www.partnersforhome.org/covid)  
in the “**IMMEDIATE OPENINGS**” section.**