



Catholic Charities of Los Angeles, Inc.

Job Description

Job Title: Residence Attendant

Job Code: A2880

Pay Grade: 3

Department: All Regions

FLSA Status: Non-Exempt

Location: Various

Reports To: Shelter Manager or Program Director

Summary

Provides first line of staff presence in residential shelter, implements rules and policies governing shelter operations and assists residents with problems and questions. Answers phones and monitors front door. Ensures shelter residents comply with rules. Observes and records significant activities. Provides general information and direction to the public. Oversees volunteer activities.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Ensures shelter residents comply with rules.
- Answers phones and watches front door.
- Observes and records significant activities.
- Provides general information and direction to the public.
- Assists residents with problems and questions.
- Oversees volunteer activities.
- Displays sensitivity to the client population's cultural and socioeconomic characteristics.
- Performs related duties as required.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Completion of high school or the equivalent. Six to twelve months of related experience.

Knowledge, Skills and Abilities

Knowledge:

- Policies and rules governing conduct of residents.
- Catholic Charities' policies, procedures, and organization.

Skills and Abilities:

- Communicate effectively in written and oral form.
- Develop and maintain effective working relationships.
- Discern behavior needs and problems.
- Use independent judgment and initiative.
- Display sensitivity, tact, and responsiveness in various situations and needs.
- Handle public contact and relations effectively.
- Plan short-range activities.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Project Management software; Spreadsheet software and Word Processing software.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit. The employee is frequently required to stand and walk. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

I have read the job description above and I understand that the knowledge, skills, abilities and assigned responsibilities listed are conditions of my employment with Catholic Charities of Los Angeles, Inc. I also understand that the job description may be changed or altered at any time and may not include all of my job responsibilities.

Employee Name (Print)

Supervisor Name (Print)

Employee Signature

Supervisor Signature

Date

Date