



Residential Center for Women  
1717 Woodland Ave  
Des Moines, Iowa 50309  
(515) 244-4713

**Position: Resident Assistant**

This position reports directly to the house manager with oversight from the case manager. The house manager is not responsible for the hiring, discipline or termination of residents. Only the case manager or executive director will make those decisions.

Duties may vary slightly depending on shift:

12:00am to 8:00am

8:00am to 4:00pm (Saturday and Sunday only)

4:00pm to 12:00am

**I. Job Summary**

Assists clients with all of their needs while establishing and maintaining an environment for clients that is consistent with agency values and goals. Specific duties include answering the main telephone line, distribution of client mail, the monitoring of client activities, the maintenance of safety and security through bag and room searches, and light housekeeping. Successful candidates must have ability to cover various shifts, including weekends and also some holidays.

**II. Duties and Responsibilities**

- Greeting all residents in professional and courteous manner
- Greet visitors and answer phone in professional and courteous manner
- Oversee activities of residents
- Handle medications, including dispensing, tracking count, checking in new medications and refills, and processing Missed Medications Report
- Check indoor household chores
- Checking residents' belongings upon arrival
- Random drug and alcohol testing
- Organize and track client participation in programming
- Call residents on overnight pass to verify whereabouts
- Bed checks performed two times per night to ensure residents are on premises
- Light general office duties; some filing, copying
- Special projects as designated by the house manager, case manager or executive director

### **III. Qualifications**

- Exceptional interpersonal skills.
- Strong written and oral communication skills in the English language, Bilingual English-Spanish a plus
- Ability to organize and follow through on projects without a lot of direction.
- Professional approach to agency management.
- Minimum High School Diploma or GED required; Associates or bachelor's degree in Human Services or related field preferred.
- Ability to establish and maintain professional boundaries in working with clients.
- Ability and willingness to perform light housekeeping and occasional lifting up to 30 pounds independently.
- Ability to manage multiple projects with good organizational skills
- Ability to work both independently and part of a team.
- Demonstrate a positive attitude, self-motivation, and resourcefulness
- Willingness to assist where/when needed.
- Ability to work with different personalities in a fast paced environment.
- Ability to assess emergency situations and respond effectively.
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications
- Must be prompt and dependable.
- Must be able to pass a background check.

#### **Position is open until filled**

Interested candidates should send cover letter, resume, and salary requirements to:  
director@beaconoflifedm.org

Beacon of Life is an equal opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.