

## Job Description

### On-Site Community Aide Duties

The mission of Live Oak Apartments is to provide safe and permanent housing for households experiencing homelessness or who are at-risk of homelessness. This project strives to provide a runway to re-stabilization and independence through strong support services that build self-sufficiency and promote personal responsibility.

Live Oak Apartments is not a homeless shelter; it is an apartment building with resident households that include seniors, veterans, families with children, and individuals experiencing serious health issues. The safety and security of our residents is of critical importance to the success of this project.

The Live Oak Apartments On-Site Community Aide is an integral part of the Live Oak team and their compassionate, professional, and effective work is essential. Thank you for being part of the team!

1. Property access: Assist residents who need access to their rooms when there is no security guard on site.
2. Maintenance emergencies: Assist residents with reporting maintenance emergencies at 1-800-363-5050. Maintenance emergencies are: fire, flood, water leak, faulty electric. Instruct residents to report all other maintenance requests using the forms in the lobby.
3. Health and safety emergencies: Contact Security Staff immediately if a situation arises that impacts the health and safety or the peaceful enjoyment of the residents. If Security Staff is not available, contact the responding authority (law enforcement/crisis/ambulance/fire). Document the situation in the shift log. Any resulting disciplinary action will be done by the Onsite Property Manager.
4. Supplies or laundry services: Instruct residents to request supplies or laundry services from program support staff Monday -Friday between hours of 8 a.m. to -5 p.m.
5. Simple engagements with residents are okay and expected. For problem solving and complicated situations, please report in shift log and refer resident to full-time support staff. Refer resident to Communication form if necessary.
6. Case management activities: Refer residents to full-time support staff when a resident asks for assistance with something that should be handled by a case manager. Case management should not be done by part-time or property management staff.
7. Code of Conduct violations: Observe and report behaviors that are in violation of Code of Conduct, or that seem odd. Do not engage with residents around issues or behaviors. Document violations in "real time": when you see it, write it down in the shift log.

8. Shift log updates: Update the shift log before the next shift starts. Follow documentation guidelines in the shift log binder. Fill out “incident reports” as necessary.

## **Additional Guidelines**

The Community Aide demonstrates sensitivity to all residents equitably. As an agent of RCHDC, it is unacceptable to show preferential treatment to any resident.

It is not the Community Aide’s responsibility to patrol the building, engage in direct confrontations, or resolve conflicts with residents.

As an agent of RCHDC it is against company policy to purchase or distribute items, food, gifts, supplies, or anything else of value to residents or other staff.

As an agent of RCHDC at Live Oak Apartments, the Community Aide must follow the Code of Conduct.

Tenancy, although tied to the Community Aide position agreement at Live Oak Apartments, is subject to the same terms and conditions as other tenants, including quarterly room inspections.