



Position Description: Resident & Operations Assistant

Classification: Non-Exempt

Type: Part-Time (Sunday to Friday from 5pm-10pm)

Reports to: Kitchen Manager/Chef

Supervisory Responsibility: N/A

Start Date: Upon Hire

Summary/Objective

This position is responsible for serving prepared food and for coordinating dinner service for up to 20 residents within the semi commercial kitchens of two residential facilities. This staff member ensures the kitchen is organized and clean after dinner. Attention to the needs of residents, including dietary, is pertinent. Building relationships and maintaining an inviting environment for adult residents who live with intellectual and/or physical disabilities is a vital expectation.

Reasonable accommodations can be provided to enable individuals with disabilities to perform the position's functions.

Position Requirements

Kitchen Assistant (80%)

- Adhere to safe food handling best practices, as it pertains to food preparation, labeling, and storage.
- Ensure that all work surfaces, dining, kitchen, walls, and storage areas are clean to help maintain overall kitchen cleanliness at all times.
- Serve residents when dinner is ready.
- Handle any leftovers in the appropriate manner.
- Wash dishes, utensils, and equipment and place them in their designated spaces.
- Support Chef/Kitchen Manager in all areas as needed due to the needs of the day.
- Fulfill Chef/Kitchen Manager responsibilities when staff member is unavailable.
- Assist with food preparation.
- Purchase food and supplies utilizing Hosanna issued credit or debit card and document transactions as directed.

Resident Assistant (20%)

- Interact with residents to provide reassurance, continued engagement, and re-direction as appropriate.
- Help residents reach and maintain their highest personal level of performance and independence.
- Respond to resident concerns, requests, and emergencies.
- Assist in resolving disagreements between residents through conflict resolution when needed.
- Communicate concisely and actively listen to build relationships based on trust and consistency.
- Maintain strict adherence to confidentiality of resident (client) and organizational operations information.
- Provide on-site activities and encourage participation on select dates.
- Appropriately respond to and communicate known violations of any office policy, code, safety policy, or law immediately to leadership.
- Document observations, concerning interactions, positive behaviors and any maintenance issues regularly.
- Assist residents with their afternoon/evening medications.
- Safely use all equipment and materials by following established safety procedures, using appropriate safeguards, and following common-sense safety rules in all on-the-job activities.
- Participate in other Hosanna activities and events as available and/or needed.
- Attend occasional staff meetings as available and/or needed.
- Serve as an ambassador to visitors, parents, Board Members, and volunteers while working and in the community.
- Other duties as assigned due to the needs of the day.

Travel

- This position does not typically require travel, but it could occasionally need local travel in an employer vehicle or a private vehicle with eligible mileage reimbursement.



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Other Duties

This description is not designed to cover or contain a comprehensive listing of all the employees' activities, duties, or responsibilities throughout a shift. Duties, responsibilities, and activities may change at any time with or without notice.

Work Environment

While performing the duties of this job, the employee regularly works with a diverse population in an independent-living facility which will require sitting, standing, stooping, reaching, bending, etc.

Required Education and Experience

- High School diploma or equivalent.
- Comfortable with preparing, cooking, and serving food for a small group.
- Working knowledge of Microsoft Office, including Excel, Word, Outlook, PowerPoint, and Forms.
- Proficient written and verbal communication skills.
- Excellent organizational and time management skills and the ability to prioritize in a fluid environment.
- A self-motivated self-starter who utilizes critical thinking skills to problem-solve.
- Must be flexible with their availability, open-minded, detail-oriented and dependable.

Preferred Education and Experience

- Interested in social work, care or service coordinator roles, case management, patient advocacy, and outreach roles.
- Non-profit experience through a previous practicum, internship, job, or sustained volunteering.
- Experience working with individuals who live with disabilities.

Other Information

All employment is entirely "at-will" which means you may voluntarily terminate the employment relationship at any time, for any reason, with or without cause or notice, and Hosanna, Inc. retains the same right.

More information about the Hosanna Community can be found at <https://www.hosanna-community.org/>.

Salary and Benefits (Full Personnel Policies Handbook Available Upon Request)

- \$16 per hour upon hire with a bi-weekly pay period. Position is eligible for a \$1.00 raise after a 90-day period pending performance and funding.
- Holiday pay is "time and a half". This position is eligible for Overtime pay at \$25.50 when applicable and approved.
- Position accrues .092 of Paid Time Off (PTO) per 1 hour worked during the first year and then increases
- Flex-time within same week is available on a case-by-case basis if communicated to and approved by supervisor.

Timeline

Interested candidates need to send a resume and three (3) references to Ajiah Brown (Director of Operations and Outreach) at abrown@hosanna-community.org. Resume and references will be accepted on a rolling basis. Interviews will continue until an individual is hired. Candidate will need to pass a background check.