



**OUT OF DARKNESS**  
*a chapter of* **Frontline Response**

**Resident Assistant**  
**Job Description**

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**Agency Mission Statement:** In the 21st century, far too many people are trapped in the darkness of sex trafficking. Out of Darkness is on the frontlines every day rescuing these individuals.

**Program Description:** Out of Darkness (OOD) is a chapter of Frontline Response, a faith-based non-profit. The goal of OOD is to be on the frontlines reaching individuals from circumstances of commercial sexual exploitation. Intervention occurs through street and strip club outreach, a jail pen-pal program, a drop-in center, a 24-hour resource and rescue hotline, and a crisis-safe home. When a woman calls the OOD rescue hotline, a team is dispatched to pick her up and take her to one of the safe homes. Because many of the challenges the women will face stem from the trauma they have endured, the care model we offer is trauma-informed. Staff encourages residents to pursue ongoing recovery through residential programs, and OOD sponsors any financial cost.

**Position:**

Resident Assistants oversee household operations and resident care during evening and weekend activities at the safe home.

**Minimum Qualifications**

Must be 21 years of age. Preferred degree/degree-in-progress in Social Services, Case Management, Counseling, Ministry, Human Services, or similar program. Preferred experience in mentoring, residential environment, and conflict resolution.

**Class Summary**

This is a full-time evening/weekend shift position with medical and counseling benefits. This position involves mid-level complex tasks in direct service and is an in-residence position. The position requires a two-night and one-weekend day shift in-residence, working a 5 pm-8 am overnight shift two nights/week and at least one weekend day, partnered with a second resident assistant. The Resident Assistant reports directly to the Safe Home Manager.

## **Position-Specific Duties**

- ❖ **Oversee evening and weekend household operations, including:**
  - Manage the evening and weekend household schedule.
  - Lead and facilitate evening “Heart Talk” group with residents.
  - Oversee evening/weekend volunteer activities when scheduled.
  - Complete appropriate documentation of resident case files and staff communication.
- ❖ **Provide care to residents and make decisions in emergency situations.**
  - Responsible for resident care - including meals, general health, and other needs.
  - Build relationships with residents and encourage growth and goals (in collaboration with the safe home staff team).
  - Be present and available for emotional and spiritual encouragement and guidance.
  - Implement OOD medical protocol in emergency situations / Conduct ER transportation when needed.
- ❖ **Enforcement of OOD rules and regulations with residents and volunteers.**
  - Maintain a stable environment and facilitate conflict resolution> Implement trauma-informed corrective conversations and redirection where needed, while keeping household physical and emotional safety in mind.
  - Respond appropriately, with respect and compassion, when enforcing house rules.
- ❖ **Complete Intake Procedures - in the team dynamic with fellow Resident Assistant.**
  - Prepare housing needs for new intake (linens, toiletries, welcome basket).
  - Conduct resident intake searches.
  - Complete intake paperwork and drug screen.
- ❖ **Participate in regular staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships.**
- ❖ **Maintain Frontline Response’s core values, policies, and code of conduct.**
- ❖ **Other duties as assigned by the Safe Home Manager.**

## **Skills**

- ❖ **Desire to serve.**
- ❖ **Experience working with persons in crisis - remaining calm in intense situations.**

- ❖ Ability to be understanding, sensitive, and appropriate.
- ❖ Ability to calmly and maturely approach conflict resolution.
- ❖ Ability to work in a team environment > nonjudgmental, open, transparent, clear sense of boundaries.
- ❖ A strong sense of and respect for confidentiality with both residents and fellow employees.
- ❖ Ability to legally operate a motor vehicle and provide own transportation.
- ❖ Understanding of general household tasks - cooking, laundry, etc.

### **Personal Attributes**

- ❖ Demonstrate maturity, integrity, and sound judgment.
- ❖ Compassionate with healthy boundaries.
- ❖ Trustworthy.
- ❖ Patience and calm in stressful situations.
- ❖ Lovingly intentional in relationships without manipulation.
- ❖ Flexibility and humility with responsibilities, expectations, and fellow staff.