



Administrative Protocol

Job Description

Agency Mission Statement:

In the 21st century, far too many people are trapped in the darkness of sex trafficking and homelessness. Frontline Response is on the frontlines every day rescuing these individuals and preventing the most vulnerable in society, our children, from falling victim. Out of Darkness is a department of Frontline Response. <https://frontlineresponse.org/>

Program Description:

The goal of Frontline Response's Anti-Sex Trafficking Department called Out of Darkness, is to provide holistic, individualized, and trauma-informed care to adult victims of commercial sexual exploitation through a seamless continuum of services, including outreach, jail mentorship, 24-hour hotline services, safe home services, and long-term program placement. Frontline Response is poised to respond to crisis situations, efficiently coordinate the care needed for stabilization, and make connections to long-term care on behalf of victims.

Position:

Resident Assistant (RA)

Oversees specific household operations and resident care during evening/weekend activities in team dynamic.

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 position during night and weekend shifts. This position involves direct care with the residents and is a salaried position. This role reports directly to the Safe Home Manager. The RA role consists of two weeknight evenings from 5:00 p.m. - 8:00 a.m. and one weekend day from 8:00 a.m. - 5:00 p.m.

Position Specific Duties

- Oversee evening and weekend household operations, including:
 - Manage evening and weekend activity schedules.

- Lead and facilitate evening groups with residents.
 - Oversee evening/weekend volunteer activities when scheduled.
 - Complete appropriate documentation of resident case files and staff communication.
 - Report any resident or facility incidents to the SH Manager.
 - Provide care to residents and make decisions in emergency situations.
 - Responsible for resident care - including medication needs, meals, general health, and other needs.
 - Build relationships with residents and encourage growth and goals (in collaboration with the house staff team).
 - Be present and available for emotional and spiritual encouragement and guidance.
 - Implement the department's medical protocol in emergency situations / Conduct ER transportation when needed.
 - Complete Intake Procedures - in 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.
 - Enforcement of the department's rules and regulations with residents and volunteers.
 - Maintain a stable, safe 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.
 - 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 core values, policies, and code of conduct.
 - Assists all staff with the shared responsibilities of medication, smoke break, and meal times
 - Other duties as assigned by the SH Manager
 - Assist with transportation as needed
 - Assist CM's with transportation to long-term programs
 - Assist with transportation to and from medical appointments/emergency care
 - Transport residents during outings
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➤ **Skills**

- 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 and transparent, clear sense of boundaries.
- A strong sense of and respect for confidentiality with residents and fellow employees.
- Strong understanding and practice of self-care.
- Ability to legally operate a motor vehicle and provide own transportation.
- Understanding of general household tasks - cooking, laundry, etc.

➤ **Personal Attributes**

- Demonstrate maturity, decisive action, and sound judgment.
- Compassionate with healthy boundaries.

- Trustworthy and demonstrates integrity.
- Patience and calm in stressful situations.
- Lovingly intentional in relationships without manipulation.
- Flexibility and humility with responsibilities, expectations, and fellow staff.
- Self-aware and intentional with self-care.