## Resident Assistant

## Internship Description & Agreement

**Title:** Resident Assistant

**Program:** Severe Weather Activation Program (SWAP)

**Direct Supervisor:** SWAP Navigator

**Pay:** Unpaid

**Position Type:**Part-time, up to 25 hours/week

**Job Location:**Assigned Hotel

**Program Overview**

The Severe Weather Activation Program (SWAP) is designed to provide supportive services, re-housing assistance and a warm, safe space to sleep during periods of inclement weather. In collaboration with Adams County, Broomfield County, and other local nonprofits and municipal governments, Almost Home has been operating SWAP since 2020 to fill sheltering gaps in our community and ensure every person could have access to a warm bed and shelter during extreme weather conditions. SWAP provides hotel/motel vouchers to unsheltered households for the duration of the severe weather. SWAP activates when temperatures reach 32 degrees and wet or 20 degrees and dry.

The SWAP program relies on several partnerships to provide these services. Hotel/motel partners are essential to ensuring that SWAP has the resources to provide emergency, respite shelter. The Almost Home SWAP team also works with partners across both counties to connect participants with shelter, rehouse families and individuals into permanent housing, reunite families and individuals with natural supports, and provide supportive services to each household.

**Overview of Role**

The Resident Assistant (RA) serves as an on-site liaison, fostering communication between Almost Home, partner hotels, SWAP participants, SWAP intake sites, and partner agencies. This position is crucial for enhancing coordination and ensuring effective collaboration among all parties involved. The RA also provides additional support to SWAP guests and partnering hotels/motels, helping maintain a positive and well-organized environment that meets the needs of all stakeholders in the SWAP program.

**Responsibilities**

* Serve as the main point of contact between Almost Home and assigned hotel during activation days, including check in and check out dates.
* Meet with participants at hotel when they arrive during the check-in period to review program rules and have each participant re-sign the program agreement.
* Provide daily, pre-scheduled “office hours” on site at hotel during activations for participants to drop-in and ask questions, provide feedback and communicate concerns to Almost Home’s SWAP team, and to connect participants with available external resources.
	+ Office hours will be scheduled based on hotel needs.
* Ensure that recipients adhere to hotel breakfast guidelines by encouraging respectful behavior during breakfast hours. This includes refraining from excessive food collection or taking large quantities of food back to their rooms. The RA will help maintain a positive dining environment by promoting mindfulness and consideration for other guests.
* Periodically check in on program participants to ensure adherence to program rules and to refer individuals and families to resources to meet their basic needs.
* As a participant of SWAP, follow all SWAP program guidelines and practice trauma-informed and de-escalation techniques in the event of any sort of volatile situation with other participants. Help to guide other participants through modeling.
* Abstain from the use of non-prescription drugs and alcohol while in the hotel.
* Provide weekly status report to Almost Home’s SWAP team.
* Coordinate as necessary with hotel to mediate guest concerns, if and when situations arise, building professional working relationship with hotel staff and reporting all concerns to Almost Home SWAP team.
* Maintain ongoing communication with Almost Home’s SWAP team.
* Coordinate as necessary with partner agencies and volunteers on participant-related issues and to facilitate the distribution of food and resources, when available.
* Maintain strict confidentiality policy, ensuring all SWAP participant information is kept private.

The RA is NOT authorized to enter a SWAP participant’s room. If RA determines there is a threat to someone’s health or safety, they should immediately contact hotel staff or 911.

This is a trauma-informed, liaison, peer-and-partner-information-sharing and connection position, not a decision-making and enforcement position. This position does NOT entail counseling, therapy, case management, decision-making as to whether a participant should or should not retain SWAP privileges, or enforcement of program rules. The RA can make recommendations based on their observations, but should a guest need to be removed, or informed of their removal, that task will be performed by hotel staff and/or SWAP coordinators.

Alert and rational behavior is required for the safe and adequate performance of job duties. Therefore, working after the apparent use of alcohol, a controlled substance or abuse of any other substance is prohibited.

**Timeline**

This position is for the duration of the SWAP activation season during the winter of 2024-2025 ending 3/31/2025.

**Lodging and Payment**

This is an unpaid internship position. The position includes hotel lodging and work phone. Payment for lodging does not include room service, valet/laundry services, pet deposit/fees, long distance telephone calls, parking, high-speed Internet charges, restaurant fees, or movies. The work phone will need to be returned at the end of the winter season, March 31, 2025.

**Training and Support**

* The SWAP Navigator will provide employment supervision.
* The Almost Home SWAP team will facilitate weekly group check-ins with RA's.
* The SWAP Navigator will support the RA in following all Program Policies and Procedures.
* The SWAP Navigator will provide housing navigation support and referrals to other supportive resources via program partners upon request.
* Almost Home will provide financial support with housing application fees and move-in costs (security deposit and first month’s rent) for qualifying Adams County units secured while RA is enrolled in the program.
* Almost Home will provide the following trainings:
	+ De-escalation and boundaries training
	+ Trauma-informed training
	+ Confidentiality training

By signing here, the Resident Assistant agrees to all of the above.

Resident Assistant’s Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Resident Assistant’s Signature

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Almost Home Staff’s Signature