



## Severe Weather Activation Program (SWAP) Resident Assistant Job Description & Agreement

### **SWAP 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 hotels 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.
- Submit weekly 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.
- Engage in re-housing case management with Almost Home Housing Navigators to work toward self-sufficiency throughout the season with the goal of lease up after activation season concludes.
- Engage in employment case management with Adams County Workforce and Business Center to secure long-term employment.
- 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 starting 11/1/2024 and ending 3/31/2025.

**Please note:** Resident Assistants are required to be involved during SWAP activations throughout the season, even if they are housed during this period (November 1st – March 31st).

## Payment

Resident Assistants will be paid an agreed-upon hourly rate through the Adams County Workforce and Business Center's Up & Adams employment program. RAs will be required to work with the employment case manager and submit timesheets bi-weekly.

The position includes hotel lodging and work phone payment. 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.

## Training and Support

Almost Home SWAP Navigator:

- The SWAP Navigator will provide employment supervision.
- The SWAP Navigator will support the RA in following all Program Policies and Procedures.
- The SWAP Navigator will provide referrals to mental health support and other supportive resources via program partners upon request.
- The Almost Home SWAP team will facilitate weekly group check-ins with RA's.
- The SWAP Navigator will collect timesheets bi-weekly.
- Almost Home will provide the following trainings:
  - De-escalation and boundaries training
  - Trauma-informed training
  - Confidentiality training

Adams County Workforce and Business Center (WBC):

- The WBC case manager will handle all employment-related case management. Case management meetings will be held with RA's weekly.
- The WBC case manager will disburse incentives to RA's when eligible.
- The WBC case manager will lead in the creation of a resume for the RA.
- The WBC case manager will help create goals that provide employment stability.



Up & Adams Housing Navigator:

- The Housing Navigator will be responsible for all housing-related case management. Case management meetings will be held with RA's bi-weekly.
- The Housing Navigator will actively search for appropriate housing solutions for the RA and ensure the initial payment of move-in expenses are covered.
- The Housing Navigator will help create goals that support housing stability.

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

Resident Assistant's Printed Name \_\_\_\_\_

\_\_\_\_\_  
Resident Assistant's Signature

Date \_\_\_\_\_

\_\_\_\_\_  
Almost Home Staff's Signature

Date \_\_\_\_\_