

Rural Development Corporation

Cumberland Family Shelter

Residential Aide – Job Description

Position Title: Residential Aide

Department: Cumberland Family Shelter

Reports To: Shelter Supervisor / Executive Director or Designee

Employment Status: Full-Time / Part-Time

FLSA Status: Non-Exempt

Work Schedule: 24-hour shelter environment; position may require evenings, overnights, weekends, holidays, and rotating shifts.

Position Summary

The Residential Aide is responsible for providing direct supervision and support to residents of Cumberland Family Shelter while helping to maintain a safe, secure, clean, and respectful residential environment.

The Residential Aide monitors shelter activities, enforces established shelter rules and procedures, responds to resident needs and emergencies, completes required documentation, and communicates relevant information to supervisory and social service staff.

The Residential Aide is not a case manager or clinical provider. The position is responsible for recognizing resident needs and concerns and referring or reporting those matters to the appropriate shelter staff.

The Residential Aide is expected to interact with residents in a professional, respectful, nonjudgmental, and trauma-informed manner consistent with the mission and Housing First philosophy of Rural Development Corporation.

Essential Duties and Responsibilities

Resident Supervision and Safety

- Provide direct supervision of residents and common areas during assigned shifts.
- Conduct routine rounds of the shelter and residential buildings as required.
- Maintain awareness of resident activity and promptly address or report safety concerns.

- Monitor compliance with shelter rules, policies, curfews, meal schedules, visitor requirements, and other established procedures.
- Maintain a safe and orderly environment for adults, children, families, staff, and visitors.
- Respond appropriately to conflicts, behavioral concerns, medical emergencies, safety concerns, and other incidents.
- Contact emergency services, law enforcement, medical personnel, shelter management, or other appropriate parties when circumstances require.
- Follow all emergency, fire, evacuation, severe weather, infection-control, and other safety procedures.
- Report facility hazards, maintenance concerns, damaged property, or unsafe conditions promptly.

Resident Services

- Welcome and interact with residents in a professional, respectful, and supportive manner.
- Assist residents with understanding shelter policies, schedules, procedures, and available services.
- Provide information regarding meals, transportation, appointments, activities, and other shelter resources.
- Assist residents with basic needs within the scope of the position.
- Refer residents to social workers, housing staff, employment staff, behavioral health providers, or other appropriate personnel when additional assistance is needed.
- Maintain appropriate professional boundaries with all residents.
- Never provide clinical, legal, financial, or case-management advice outside the scope of the position.

Documentation

- Complete accurate and timely shift reports and other required documentation.
- Document incidents, accidents, rule violations, emergency situations, resident concerns, and significant events in accordance with agency policy.
- Communicate important information from one shift to the next through established shift-change procedures.
- Maintain confidentiality of resident records and information.
- Protect personally identifiable information and only disclose resident information to authorized individuals with a legitimate need to know.

Shelter Operations

- Monitor common areas, sleeping areas, kitchens, bathrooms, recreation areas, and other assigned areas.

- Assist with meal service and other routine shelter activities.
- Assist with distribution and monitoring of shelter supplies.
- Help maintain clean, sanitary, and orderly residential areas.
- Assist with laundry and other routine operational tasks as assigned.
- Monitor facility access and visitors in accordance with shelter policy.
- Assist with resident check-in and check-out procedures as assigned.
- Assist management and other staff during inspections, emergencies, drills, and special activities.

Children and Families

Because Cumberland Family Shelter serves families with children, the Residential Aide must maintain heightened awareness of child safety.

- Immediately report suspected child abuse or neglect in accordance with applicable New Jersey law and agency procedures.
- Follow all shelter policies regarding supervision and safety of children.
- Never place a child or vulnerable resident in an unsafe situation.
- Maintain appropriate professional boundaries with children and families.
- Follow all required background-check and child-safety requirements applicable to shelter personnel.

New Jersey shelter regulations include specific background-check requirements for applicable shelter personnel, including criminal-history requirements and, where applicable, Child Abuse Record Information checks.

Required Conduct and Professional Standards

The Residential Aide shall:

- Treat all residents with dignity, respect, and professionalism.
- Maintain appropriate professional boundaries at all times.
- Maintain confidentiality concerning residents, staff, and agency operations.
- Refrain from discrimination, harassment, intimidation, or retaliation.
- Follow all Rural Development Corporation and Cumberland Family Shelter policies and procedures.
- Follow all applicable federal, state, and local laws and regulations.
- Report suspected abuse, neglect, exploitation, violence, or other serious safety concerns as required by law and agency policy.
- Refrain from accepting inappropriate gifts, money, favors, or personal services from residents.

- Maintain professional conduct while on duty and while representing Rural Development Corporation.
 - Avoid conduct that creates an actual or potential conflict of interest with residents.
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Qualifications

Required

- High school diploma or GED.
- Ability to communicate effectively, both verbally and in writing.
- Ability to maintain professional boundaries and confidentiality.
- Ability to exercise sound judgment in stressful or emergency situations.
- Ability to work effectively with individuals and families experiencing homelessness and other significant life challenges.
- Ability to work independently and as part of a multidisciplinary team.
- Basic computer and documentation skills.
- Ability to work a flexible schedule, including evenings, weekends, holidays, and/or overnight shifts as assigned.
- Must successfully complete required employment and background screening.

Preferred

- Previous experience in an emergency shelter, residential program, social service agency, behavioral health program, security position, or other human-services setting.
 - Experience working with individuals or families experiencing homelessness.
 - Experience working with individuals experiencing behavioral health or substance-use challenges.
 - CPR/First Aid certification or willingness to obtain certification.
 - Crisis intervention or de-escalation training.
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Background Checks and Employment Requirements

Employment is contingent upon successful completion of all background checks and screening procedures required by Rural Development Corporation, Cumberland Family Shelter, applicable funding sources, licensing requirements, and New Jersey law.

Applicants and employees shall comply with applicable criminal-history disclosure and background-check requirements. New Jersey's emergency shelter regulations require shelters to address criminal convictions in accordance with applicable law, including the Rehabilitated Convicted Offenders Act.

Where the position and shelter population make them applicable, additional child-safety screening requirements, including CHRI and CARI checks, shall be completed in accordance with applicable New Jersey requirements.

A criminal record does not automatically disqualify an applicant. Any disclosed conviction will be evaluated in accordance with applicable New Jersey law and agency policy.

Physical Requirements

The Residential Aide must be able to:

- Remain standing and/or walking for extended periods.
- Conduct routine rounds throughout the shelter and residential campus.
- Climb stairs and navigate the shelter buildings.
- Bend, stoop, reach, and perform routine physical activities associated with shelter operations.
- Lift and carry supplies and equipment weighing up to approximately **[25/40/50] pounds**.
- Respond promptly to emergency situations.
- Perform duties in an environment that may involve exposure to illness, bodily fluids, communicable diseases, emotionally stressful situations, and unpredictable behavior.

Reasonable accommodations will be considered for qualified individuals with disabilities in accordance with applicable law.

Work Environment

Cumberland Family Shelter operates as a 24-hour emergency shelter. The Residential Aide may work independently during portions of a shift and must be capable of responding appropriately when supervisory or social service staff are not immediately available.

The position may involve exposure to:

- Residents experiencing homelessness or housing instability;
- Mental health or behavioral health concerns;
- Substance-use concerns;
- Interpersonal conflict;
- Medical or behavioral emergencies;
- Communicable illnesses;
- High-stress situations; and

- Residents experiencing significant emotional distress.

The Residential Aide must be able to remain calm, professional, and respectful while maintaining appropriate safety boundaries.

Compensation and New Jersey Employment Requirements

The Residential Aide position is classified as **non-exempt**, unless otherwise determined by the agency and applicable law. Employees will be paid in accordance with the New Jersey Wage and Hour Law and applicable federal wage and hour requirements.

As of January 1, 2026, New Jersey's minimum wage is **\$15.92 per hour for most workers**. Covered non-exempt employees are generally entitled to overtime at one and one-half times their regular rate for hours worked over 40 in a workweek, subject to applicable law and exemptions.

Employees are also entitled to earned sick leave in accordance with the New Jersey Earned Sick Leave Law. Generally, covered employees accrue one hour of earned sick leave for every 30 hours worked, up to 40 hours per benefit year, subject to the law and applicable employer policy.

Rural Development Corporation will comply with applicable federal and New Jersey requirements concerning employment discrimination, reasonable accommodation, protected leave, earned sick leave, wage and hour requirements, and other employee rights.

New Jersey expanded certain job-protected leave protections effective July 17, 2026, including protections associated with qualifying TDI/FLI leave that is not otherwise covered by NJFLA or FMLA.

Equal Employment Opportunity

Rural Development Corporation is an equal opportunity employer. Employment decisions are made without regard to any characteristic protected by applicable federal, state, or local law.

Rural Development Corporation provides reasonable accommodations to qualified applicants and employees with disabilities, consistent with applicable law.

Disclaimer

This job description is intended to describe the general nature and level of work performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, qualifications, or working conditions associated with the position.

Duties and responsibilities may be modified as necessary to meet the needs of Rural Development Corporation, Cumberland Family Shelter, applicable licensing requirements, funding requirements, and changes in federal, state, or local law.

Rural Development Corporation reserves the right to revise this job description at any time.

Employee Acknowledgment

I acknowledge that I have received and reviewed this job description and understand the general duties and responsibilities of the Residential Aide position.

Employee Name: _____

Employee Signature: _____

Date: _____