

# **Resident Services Assistant**

## **Summary**

Heritage Communities is a Christian Active Adult Retirement Community. (Please visit our website: [www.HeritageCommunities.org](http://www.HeritageCommunities.org) to become familiar with our ministry.) The Resident Services Assistant (RSA) will be a helps ministry providing a wide variety of services to our residents. Essentially the RSA becomes a special friend, helper, and advocate to our residents. This position requires enjoying and working well with the upper middle-aged and senior population. The RSA is considered a short-term missionary assignment to Heritage Communities.

## **Essential Functions**

- Valet Services
- Help getting groceries from car
- Occasional resident errands
- Occasionally driving residents to appointment
- Move in/Move out service
- Assist Heritage Communities Handyman on special projects
- Assist in gardening/landscaping improvements
- Walking resident dogs
- Concierge services such as arranging auto maintenance
- Special non-nursing help (laundry/housekeeping/etc.) to residents recovering from a health issue

## **Knowledge, Skills and Abilities**

- Self-motivated
- Good planning and scheduling skills
- Basic Computer skills
- Good “people skills”

## **Working Conditions**

- Indoors at residents' homes and common areas
- Outdoors in parking lot helping bring groceries and/or valet services
- Some gardening
- Occasional trips to stores running resident errands

## **Minimum Qualifications**

- Driver's license with good record
- Cheerful disposition

## **Success Factors**

- Friendly and personable
- Able to fulfill multiple requests and coordinate/schedule their fulfillment
- Able to set boundaries, so not doing too much for one and becoming unavailable to others
- Willing, helpful spirit