Job Description

Updated on March 2, 2026

RESIDENT ASSISTANT

Hours: Full-Time or Part-Time / Non-Exempt
Location: Blount County (undisclosed location)
Education: High School Diploma or equivalent required
Supervisor: Assistant Director of Garland Oaks
Team: Alpha / Omega / Kairos / Watchmen

ABOUT GARLAND OAKS

Garland Oaks is a Christ-centered, 8-bed residential program in Tennessee dedicated to serving female survivors of sex trafficking ages 11–17. Designed as a small, family-style home, the program provides a safe, highly structured environment where each resident receives individualized attention and care.

Focused on long-term, holistic restoration, Garland Oaks addresses the emotional, psychological, spiritual, relational, and educational needs of each youth. Through trauma-informed care, personalized support, life-skills development, academic guidance, and faith-based discipleship, the program seeks to create lasting transformation. Garland Oaks is committed to helping residents rebuild their sense of identity, safety, dignity, and hope as they move toward sustained healing and a restored future.

POSITION SUMMARY

The Resident Assistant is responsible for maintaining the safety, structure, and emotional well-being of residents in a therapeutic residential setting. Walking closely alongside each resident throughout her daily programming, actively participating in structured and recreational activities to provide consistent support, supervision, and encouragement. Builds strong, trust-based relationships that foster a sense of safety, stability, and belonging.

Models healthy boundaries, emotional regulation, and respectful communication while guiding residents through daily routines, life skills development, and behavior management plans. Maintains professionalism by not taking resident behaviors, resistance, or emotional outbursts personally, understanding that such behaviors are often part of the healing process. Encourages resident voice and choice, collaborates with them in identifying goals and problem-solving challenges, and promotes personal growth and accountability.

Approaches care through a Christ-centered framework, believing that healing and transformation are possible. Creates an environment where residents are empowered to grow, develop resilience, and move toward lasting change.

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PRINCIPAL DUTIES

Direct Care

- Ensure a safe and healing environment by maintaining a structured, nurturing environment for each resident, guiding them through pre-planned daily schedules.
- Ensure all activities are trauma-informed, survivor-centered, and developmentally appropriate.
- Provide continuous, hands-on supervision in accordance with facility policies to ensure the safety, security, and well-being of residents and staff.
- Supervise and facilitate structured and leisure activities, including fitness, chores, field trips, and individualized programs.
- Assist residents with daily routines such as bathing, personal hygiene, dressing, and other self-care tasks to maintain cleanliness and comfort.
- Ensure accurate and safe administration of medications in compliance with facility policies, thoroughly documenting each dose and monitoring residents for potential adverse reactions.
- Implement and administer behavior management programs tailored to individual needs.
- Observe residents for behavioral changes signaling potential crises and intervene according to policy; notifying leadership as needed.
- Document unusual behaviors, disciplinary actions, and physical or mental health concerns accurately and promptly to supervisors.
- Enforce and uphold safety, behavioral, and operational standards by holding self and team members accountable to established policies and procedures.
- Maintain appropriate professional boundaries, confidentiality, and ethical conduct at all times.
- Maintain, enforce, and model cleanliness, organization, and safety standards throughout the facility. Ensure all areas—including resident rooms, common areas, and workspaces—are orderly and free of hazards.
- Work collaboratively with staff to provide consistent structure, guidance, and support for residents.
- Maintain timely and effective communication with supervisors and team members regarding resident care, incidents, and program updates.

Other

- Complete daily documentation accurately and promptly.
- Steward program funds responsibly by following financial procedures, tracking expenses accurately, and submitting receipts promptly to ensure accountability.
- Attend and contribute to staff meetings, trainings, and incident debriefs.
- Provide supervision and mentorship to volunteers and interns.

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EDUCATION, EXPERIENCE, OTHER QUALIFICATIONS

A. Education

- High School Diploma or equivalent required

B. Experience

- Previous experience working with youth with emotional and behavioral challenges preferred.
- Experience working as a team.
- Proven ability to create a positive and engaging learning environment.
- Well-versed in trauma informed and responsive therapeutic interventions.

C. Character and Skills

- Excellent observational skills.
- Strong observation, analytical, and problem-solving skills
- Clear and effective written and verbal communication
- Patient, empathetic, and creative
- Calm and professional in challenging situations
- Highly organized and able to work under pressure
- Adaptable and productive in unstructured environments with frequent interruptions
- Demonstrates ethical conduct, reliability, and flexibility
- Excellent interpersonal skills with the ability to build positive, collaborative relationships with diverse staff and volunteers
- Passionate about ending DMST and working alongside others who share that mission

D. Spiritual

- Deep faith in and abiding walk with Christ, understanding of Biblical principles and of the hope, healing, and redemptive work of Christ.
- Growing spiritual life and commitment to honoring the Lord both within Garland Oaks and beyond.
- Full agreement with and adherence to our Statement of Faith (The Lausanne Covenant).

E. Other

- Be capable of picking up at least 25 lbs. and climbing stairs.
- Submit all required state and federal background checks and clearance documentation.
- Once selected, successfully complete the prescribed courses of training.
- Must possess a valid Tennessee driver's license.

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COMPLIANCE RESPONSIBILITIES

- Must have the knowledge and ability to operate a 24/7 program and be adaptable to its variable schedule.
- Comply with all applicable state and national standards for accreditation and certification, ensuring programs, documentation, and practices consistently meet regulatory and licensing requirements.
- Ensure all agency activities are conducted in full accordance with federal HIPAA regulations, safeguarding resident privacy and maintaining the confidentiality and security of all protected health information.

OTHER DUTIES

This job description in no way implies that the duties listed are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor.

TO APPLY

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