



## **Volunteer Role – Resident Assistant 2017/18 (Dublin City)**

YWCA Ireland (Young Women’s Christian Association of Ireland) is a national faith based women’s organisation and registered charity affiliated with the World YWCA movement. The Association is ‘all island’ and is formed by 5 local associations in Dublin, Greystones, Monaghan, Newcastle (Co. Down) and Lisburn that provide a wide range of activities including youth work, faith activities, children’s clubs, mothers and toddlers, lunch clubs, accommodation provision and awareness raising activities.

At a national level YWCA Ireland seeks to support and encourage women as they lead change in our society. Key priorities include gender equality, faith, women’s leadership and social justice.

The YWCA Student Residence at 64 Lower Baggot Street in Dublin 2 provides affordable accommodation to students and visitors in a convenient city-centre location.

### **Overview of the Summer Resident Assistant Role**

The YWCA Ireland Summer Resident Assistant (RA) programme provides an exciting opportunity for 4 women to enhance their work experience, hone their leadership skills and live in a dynamic and inter –cultural environment in our student residence in Dublin city centre. The programme runs for a period of 10 months (September to June inclusive). During this time RA’s are provided with free accommodation, breakfast and an evening meal. They support the Residence staff team in the daily running of the student residence and provide an important link between students and YWCA management. The responsibilities of the role are generally focussed around evenings and weekends and shared among the RA team.

The primary role of RA’s is to build a safe, inclusive, friendly and welcoming environment for our guests, assisting them in practical ways and offering peer support. RA’s are assigned ‘point of contact’ duties in the student residence some evenings and weekends. In addition, Resident Assistants will have the opportunity to contribute to and participate in YWCA Ireland’s national programmes and activities which are focused around themes such as gender equality, faith, human rights and women’s leadership.

Alongside the above roles each team member will be assigned a particular responsibility below in line with their skills. The 4 areas are;

- community development
- marketing and social media
- hospitality
- event management

**Closing date:** 5<sup>th</sup> July 2017

## **Applicant Criteria**

### **The ideal applicants will be:**

- Women currently studying in Dublin city or taking a gap year. Applications are welcome from women in YWCA -YMCA's internationally.
- Available from the 1<sup>st</sup> September 2017 to 30<sup>th</sup> June 2018 to live in the YWCA student residence
- Available to attend 5 training days; 30<sup>th</sup> and 31<sup>st</sup> August and 1<sup>st</sup>, 4<sup>th</sup> and 5<sup>th</sup> September 2017
- Interested in growing their leadership skills, enhancing their CV and engaging with the wider work of YWCA Ireland and the World YWCA
- Interested in volunteering as part of a team in an intercultural and diverse environment

## **Duties and Responsibilities**

### *Developing Residence Community*

- Administrate content for the Residence social media pages and blog. Keep Residents informed of important dates and activities by maintaining a neat and up to date notice board
- Introduce and orient students to the YWCA Residence community, local area, facilities and staff.
- Foster an environment that embraces diversity and celebrates differences within the community
- Plan, implement, and evaluate social programmes each term that encourage the development of a fun, supportive, caring community
- Produce monthly progress reports to the Development and Operations Manager

### *Peer Support*

- Build a rapport with residents to help facilitate open lines of communication for questions, problems, and concerns
- Model behaviour and values, both in the residential community and beyond, which are consistent with YWCA Ireland's values

### *Out of hours, Emergency and 'Point of Contact' duties*

- Welcome new arrivals and assist with departures
- Respond appropriately to any breach of Terms and Conditions issues, for example, noise complaints
- Issue replacement keys and fobs where necessary
- Ensure premises are secured properly at the end of each day
- Monitor CCTV and respond to any alarms
- Document all accidents, incidents and breaches of the Residence Terms and Conditions and ensure all such matters are reported to the Development and Operations Manager.

- Provide feedback on catering services to the Development and Operations Manager.
- Be accessible to residents at rostered times. Be responsible for evacuation, in cases of emergency, acting as first point of contact for guests and the emergency services.

### **Time Commitment**

10 -15 hours per week as assigned by the Residence Manager and overnight point of contact duties from 7pm-8am (usually every 4<sup>th</sup> night). It is envisaged that team meetings will be every Tuesday. Attendance at each of these is essential to the role.

### **Skills, Experience, Qualities Required**

#### ***Essential***

- Experience of motivating, supporting or mentoring young people from across a variety of cultural backgrounds
- Experience of working/volunteering in an intercultural environment
- Excellent spoken and written English
- Culturally sensitive
- Friendly, enthusiastic and welcoming
- Team player and committed to acting as a role model
- Reliable, honest and respectful
- Ability to problem solve and use own initiative
- Able to manage time efficiently and effectively
- Understanding of confidentiality
- Familiarity with social media platforms

#### ***Desirable***

- Experience of working/volunteering in the youth work and/or hospitality sector
- Experience of working/volunteering in a faith based organisation
- An interest in the wider work of YWCA Ireland and World YWCA
- Additional linguistic skills
- First Aid training

### **Training and Induction**

An extensive induction and training process applies to this role and is mandatory.

### **Support and Supervision**

Resident's Assistant's will report directly to the Development and Operations Manager. The RA's will have regular support meetings with their Supervisor and team meetings every Tuesday.

### **Benefits**

- Free accommodation in Dublin city centre for 10 months
- Free breakfast and evening meals each day
- Training, supervision and mentoring

- Opportunity to volunteer with people from across a multitude of backgrounds, courses, ages and experiences
- Develop your leadership skills
- Develop your problem solving skills
- Help and support new students arriving in Dublin
- Opportunities to participate in other YWCA Ireland activities and programmes

### **The Application Process**

- Volunteer Application form
- 2 References
- Garda vetting (police check)
- Those successful at the application stage will be invited for interview during the week beginning 10<sup>th</sup> July 2017.