



## **About the Organization**

Umbrella organization operating Landis Homes Retirement Community, Landis at Home, and Landis Support Services.

Mission: Following God's call to creatively serve the diverse needs and interests of older adults by developing opportunities and collaborative relationships.

### Core Values

- Guided by Joy: Nurturing an atmosphere which is positive, hopeful and thankful, while delighting in serving others, fulfilling responsibilities and celebrating life.
- Guided by Compassion: Demonstrating Christ-like love and concern in our relationships, serving one another with grace, humility, gentleness and sensitivity in a manner which respects diversity and honors the dignity and worth of everyone.
- Guided by Integrity: Committing ourselves to be honest, sincere, trustworthy and accountable in relationships, communication and decision-making, with a respect for confidentiality.
- Guided by Stewardship: Devoting ourselves to faithful and responsible use of resources entrusted to our care, upholding high standards of performance and quality, striving for excellence and serving beyond expectations.
- Guided by Community: Relating with a spirit which is characterized by cooperation, teamwork, encouragement and mutual respect, valuing each person, affirming gifts and abilities, and seeking improvement through learning, creativity and openness to change.

### Steeple View Lofts

Steeple View Lofts is a fabulous urban adaptive reuse project for adults age 55 and over in one of Lancaster's finest historic buildings. This three floored, 36-unit rental complex is provided by Landis Communities.

### Internship Details

This position is split between Steeple View Lofts and Landis Homes. See below for specific job descriptions for each location.

# Residence Assistant -LC

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**Department:** Administration

**Printed By:** Becky Weaver

**Reports To:** Administration-->Vice President of Business Development -LC **Exemption Status:** Non Exempt

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Contributes to the well-being and living experience of Steeple View Lofts' residents. Provides support to fellow staff in all aspects of Steeple View Lofts residential living, including but not limited to: logistical support; physical environment tasks; resident social and relational contact; full occupancy support; community contact; database support; office hour coverage and function; and special event presence.

## *Position Qualifications*

- College degree or experience in related field required.
- Holds high interest in people and the social success of their living experience.
- Able to work independently, well-organized, and can multi-task.
- Possesses ability to ascertain needs and strategies for solutions.
- Ability to responsibly handle sensitive and confidential information.
- Proficient in use of computer and related technology required for the role.
- Possesses good verbal, non-verbal and written communication skills.

## *Core Competencies*

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## *Core Essential Duties/Responsibilities*

- Embraces and supports the organization's mission, vision and guiding values.

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- Respects the dignity, honor and diversity of all persons.
- Functions as a positive team member in the development and encouragement of relationships that supports community, both interdepartmentally and intra-departmentally, with an Honoring Lives philosophy of serving others.
- Demonstrates flexibility and openness to learning and adapting to change as roles and expectations evolve over time.

### *Position Essential Duties/Responsibilities*

- Functions as staff point-of-contact for resident needs and/or interests, providing direct or referral solutions as needed. Contributes as "eyes-and-ears" for Management's assessment of Steeple View Lofts' (SVL) living experience.
- Develops relationships with residents as determined by respective resident's interests and desires. Looks for contact that uniquely supports and validates a resident's choice of making SVL their home, through conversation and companionship; walking with residents to urban destinations; accompanying residents to appointments for facilitating effectiveness or ease of travel; and identifying appropriate responses of congratulations and condolences for resident life events.
- Identifies opportunities for enhancing existing social activities by providing information of social activities and "happenings" in the City of Lancaster that are available to residents; coordinating, facilitating, and participating in group resident activities both within SVL and the City; and identifying unique interests, hobbies, and talents of residents, and encouraging them to practice identified accomplishments.
- Contributes to staff shared office hours and presence; provides phone, email and office reception as needed; maintains and contributes to physical filing systems and requirements. Contributes to currency and accuracy of the resident/office database.
- Contributes to advertising and promotion venues (Craigslist, Facebook, etc.) and monitors accuracy and effectiveness of the SVL web presence.
- Knows mechanical systems of SVL, being able to identify and define issues for needed service support. Knows designated service vendors and providers for resolution of mechanical issues.
- Assists residents with simple living environment tasks such as ladder work, bulb replacement, picture hanging, placing or accessing items in overhead or ledge storage and first level storage compartments, thermostat and appliance function, etc.
- Attends to common areas as needed, including cleaning-up/wiping spills, vacuuming, window smudges, sidewalks, trash pick-up, etc.
- Helps coordinate resident move-in or departure by preparing elevator access and loading/unloading requirements.
- Maintains awareness of other Lancaster City stakeholders, complimentary organizations and resources available to residents.
- Participates in broader Landis Communities' activities as assigned (Landis Homes, Lititz, PA; Welsh Mountain Home, New Holland, PA; and Mountain View Terrace, New Holland, PA).
- Puts systems in place that contribute to "replication of success" for subsequent Residential Assistants.
- Communicates calmly and gently with residents, family members and staff, exhibiting patience,

***Position Essential Duties/Responsibilities***

compassion, understanding and sensitivity.

- Adheres to dress code required for role.
- Demonstrates dependability, competence, accuracy and is observant.
- Adheres to compliance policies regarding confidentiality, HIPAA regulations, and resident and client rights.
- Complies with regulatory agency standards and applicable policies and procedures.
- Complies with safety and infection control protocols in all aspects of the job.
- Demonstrates understanding of the Code of Conduct and abides by its guidelines in all aspects of the job.
- Additional duties and responsibilities as assigned.

***Position Working Conditions***

- PHYSICAL REQUIREMENTS: Daily walking, standing, sitting, talking and hearing in person and on phone, vision for close work and depth perception, using hands to feel or hold, maintaining balance, repetitive motion, keyboarding, bending, twisting, crouching, stooping, reaching, and lifting up to 25 pounds. Occasional driving of a car.

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*Team Member Signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Landis Homes*  
Lititz, PA

**JOB DESCRIPTION**

**TITLE:** Undergraduate Social Work Intern

**Department:** Social Services

**Number:** 23.012

**Original Date:** June 2003

**Review Date:** June 2005

**Revision Date:**

**Developed By:** Charles R. Maines

**Approval:** Ed Longenecker

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**TITLE: UNDERGRADUATE SOCIAL WORK INTERN**

**REPORTS TO:** Overall the Director of Services will provide supervision for this internship. Specific supervision may be delegated to an experienced Landis Homes social worker of the interdisciplinary care team to which the student is assigned.

**SUMMARY:** Participate in a practical educational experience for school credit within the social work department. This experience will be designed so as to expose the intern to a variety of activities and functions related to the Social Work field and is of mutual benefit to the student and to Landis Homes. There will be no financial reimbursement for this internship.

**QUALIFICATIONS:**

1. Must be actively pursuing a degree from a Council of Social Work Education accredited college or university.
2. Senior status preferred. Juniors will also be considered, depending on related course work completed.
3. Must support the mission and guiding values of Landis Homes.
4. Must adhere to the National Association of Social Workers Code of Ethics.
5. High level of maturity and responsibility desired.

**PHYSICAL REQUIREMENTS:**

1. Frequent sitting/walking, some bending, twisting, pushing/pulling of wheelchairs, carts, etc. May be necessary to lift 5 pounds frequently and 10 to 20 pounds occasionally.
2. Must have the ability to: function calmly and professionally under stressful conditions; communicate with others clearly; and identify task requirements and monitor progress toward accomplishment.

**ESSENTIAL DUTIES/RESPONSIBILITIES:**

1. Participate in obtaining social histories and completing appropriate documentation, initially as an observer and later as an interviewer with selected residents.
2. Assist with arranging admissions and referrals.
3. Participate in discharge planning and referrals to other agencies.
4. Participate in day-to-day activities required of a social worker.

**SECONDARY DUTIES/RESPONSIBILITIES:**

1. Observe and participate in social work department meetings with Landis Homes staff.
2. Visit other Landis Homes programs and other community agencies to develop a working knowledge of community programs.

The above is intended to describe the general content of and requirements for the performance of this internship. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this internship for which I have been accepted by Landis Homes.

Intern Signature: \_\_\_\_\_ Date: \_\_\_\_\_