

Ulman House Resident Assistant

Reports To:	House Experience Manager	Manages:	N/A
Work Arrangement:	Live-in	Location:	Ulman House - 2118 E. Madison St, Baltimore, MD 21205
Position Type:	Volunteer	Service Term:	1- year
Schedule	<ul style="list-style-type: none"> ● Office Hours: 7pm-9pm, M-F ● On Call Hours: 7pm-7am, M-F ● Additional hours to be determined based on mutual schedules <p><i>Flexible scheduling options available for qualified candidates.</i></p>		
Compensation:	<ul style="list-style-type: none"> ● Room & Board ● Technology stipend (laptop, accessories, etc.) ● \$50 phone reimbursement ● \$50 wellness reimbursement 		
Benefits:	<ul style="list-style-type: none"> ● Private room with adjoining bathroom ● Utilities included ● Access to streaming platforms and subscription services ● Full access to shared amenities including but not limited to gym, music room, gaming room, work spaces, self-service laundry ● Access to Ulman community events and programming 		

About Us: Ulman Foundation is a non-profit organization that changes lives by creating a community of support for young adults, and their loved ones, impacted by cancer. We offer support to adolescent and young adult patients, survivors and their loved ones through our patient navigation programs, our traditional and non-traditional support groups, and through Ulman House (“the House”), our no-cost home away from home for those traveling to Baltimore for treatment.

Cancer affects us all. Ulman Foundation supports and recognizes each individual as a whole. No matter where you’re from, what you believe, who you love, or how you identify, you are welcomed, respected and supported within the Ulman Community.

About the House Resident Assistant Role: As the Resident Assistant at Ulman House, you will act as an on-site presence for guests, provide a listening ear and guidance, help maintain a safe and welcoming home environment, and coordinate community-building activities.

Key Responsibilities:

Guest Support & Community Building

1. Serve as a warm, approachable presence for guests navigating cancer treatment and related stressors
2. Maintain regular, predictable “office hours” for guest questions, informal check-ins, and basic support (e.g. listening, peer connection)

3. Identify and communicate psychosocial or logistical guest needs to Ulman staff for follow-up
4. Assist guests in accessing programs, services, and community resources
5. Facilitate programs or community activities for guests (examples: shared meal, wellness session, creative night, community walk, movie night)
6. Support new guest check ins as needed

House Operations & Safety

1. Conduct nightly walkthroughs: secure doors/windows, tidy common spaces, check for maintenance issues
2. Serve as on-call contact overnight, available by phone and in-person within 30 minutes if needed
3. Document and communicate guest or facility issues to staff promptly
4. Manage guest check-ins/check-outs during coverage periods
5. Manage annual on-call schedule for Ulman staff
6. Oversee trash/recycling schedule when staff are off-site

Crisis Response & Policy Enforcement

1. Uphold and model Ulman House policies and community standards
2. Respond appropriately to emergencies or conflicts using Ulman Foundation emergency protocols; escalate to Ulman staff as needed

Other activities as assigned.

Qualifications:

Knowledge Skills and Abilities

- Must be at least 21 years old
- Current or incoming medical student, nursing student, social work student, or similar
- Interest in oncology, patient support, and community-based care
- Ability to provide compassionate, patient-centered and trauma-informed support in a residential setting
- Excellent communication skills to connect with staff and address activity logs, guest concerns, and house updates
- Strong interpersonal skills; grounded, empathetic, reliable
- Ability to balance autonomy with collaboration
- Willingness to learn and work with internal systems; experience with Google Suite and Casebook a plus
- Spanish or other language skills preferred

Licenses and Certifications

- Active CPR and Mental Health First Aid certification required (may be completed upon hire at no cost to the volunteer)

Placement of this role is contingent upon a full background check.

To Apply: If you would like to apply for this role, please submit a cover letter and resume to careers@ulmanfoundation.org with "Ulman House Resident Assistant" as the subject line.

Addendum - On Call Expectations

Purpose of Ulman Foundation's On Call Program:

Ulman House is a residential hospitality house certified by the Hospitality House Network (HHN). While Ulman House provides lodging to guests 24 hours a day, the facility is not staffed on-site overnight. Staff are typically on-site between 8:00am and 4:00pm, and the house operates as an unstaffed residence between 4:00pm and 8:00am.

To ensure the safety, comfort, and support of all guests during unstaffed hours, Ulman Foundation maintains a structured On-Call Program. The On-Call rotation is staffed by trained members of the Ulman Foundation team, including the volunteer Ulman House Resident Assistant, and provides 24/7 remote coverage.

On-Call staff must have continuous access to the designated phone line and are responsible for:

- Answering guest questions and providing guidance by phone or text
- Offering non-emergency support and problem-solving assistance
- Coordinating appropriate responses in the event of an urgent or emergency situation
- Determining when an in-person check-in is necessary and responding on-site when circumstances require

The On-Call program ensures that, even during hours when the house is not physically staffed, guests have reliable access to support and that any concerns can be addressed promptly and appropriately.

Role of the Ulman House Resident Assistant:

The Ulman House Resident Assistant plays an important role in this program by participating in a rotating on-call schedule alongside members of the Ulman Foundation team. During assigned on-call shifts, the Resident Assistant is expected to remain available by phone and able to respond to guest needs as they arise. This includes monitoring the shared on-call phone line, responding to messages or calls in a timely manner, and providing general support to guests when questions or issues occur.

Most on-call responsibilities can be handled remotely using the organization's communication and monitoring systems, which allow staff to assist with common situations such as guest questions, lockouts, access needs, or coordination of deliveries. On rare occasions, the on-call staff member may need to go to the house in person to assist with a situation that cannot be resolved remotely. Because of this, the on-call assignee must remain within a 30-minute driving radius of Ulman House.

In the event of an urgent or emergency situation, guests are instructed to contact first responders as needed and then notify the on-call line. The on-call staff member may be asked to come on site to

help provide access, support guests, and coordinate next steps in accordance with Ulman House safety procedures.

Because this role includes participation in the on-call rotation, the Resident Assistant must maintain reliable access to a phone during scheduled shifts, communicate availability in advance, and work collaboratively with the Ulman House team to ensure consistent coverage. Scheduling for on-call shifts is coordinated in advance, and flexibility is expected to support the needs of the house and its guests.

Participation in the on-call program is an essential part of the Resident Assistant position and helps ensure that Ulman House remains a safe, welcoming, and supportive environment for all who stay here.