

Shanice Porter

Residential Aide

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SUMMARY

Residential Aide with 2 years in emergency housing and recovery housing for adults and families experiencing homelessness, covering a 90-bed shelter on day and overnight shifts. Follows DHS requirements and protocols for intake, bed checks and incident reports, protects resident records under HIPAA and handles crisis intervention calmly. Keeps logs current in Microsoft Office Suite tools.

EXPERIENCE

Residential Aide

01/2025 - Present

Kensington Family Shelter

Philadelphia, PA

90-bed emergency shelter for families and single women.

- Complete bed checks and headcounts for up to **90** residents each shift and enter them in the city shelter database.
- Process 6-10 new intakes a week, checking ID, reviewing house rules and assigning rooms under DHS protocols.
- Write incident reports in Word within 2 hours of any event, as DHS requirements set.
- Organize donated clothing and hygiene supplies, tracking stock in Excel for 40+ families a month.

Overnight Monitor

06/2024 - 12/2024

Germantown Recovery House

Philadelphia, PA

30-bed recovery residence for men leaving treatment programs.

- Monitored entry, visitor sign-in and curfew for 30 residents on overnight shifts.
- Performed hourly safety rounds and wrote shift logs for the morning case manager.
- Responded to 2 overdose emergencies with naloxone and CPR until EMS arrived.
- Answered resident and family calls with courteous customer service and passed urgent issues to the on-call supervisor.

SKILLS

- | | | |
|----------------------------------|--------------------------|--------------------|
| • DHS Requirements and Protocols | • HIPAA | • Customer Service |
| • Crisis Intervention | • Microsoft Office Suite | • Teamwork |
| • Shelter Intake | • Excel | |
| • Incident Reports | • Word | |

EDUCATION

Certificate

05/2024

Community College of Philadelphia

Philadelphia, PA

Human Services

CERTIFICATES

CPR and First Aid

05/2024

American Red Cross

Naloxone Administration Training

06/2024

Philadelphia Department of Public Health