



## POSITION DESCRIPTION

Position: Mentor

Program: Adolfo Housing Program

Status: Non-exempt

Reports to: Program Director

Date Prepared: 05/10

### **POSITION SUMMARY:**

The Mentor Staff are responsible for the safety and security of the clients and property residing at the complex located at 10566 Peter A. McCuen Blvd. Mather, CA 95655. Mentors assure quality service to all program participants utilizing a compassionate and professional manner while assuring that program objectives are met. Objectives include supportive interaction with participants, acting as a role model, and maintenance of a safe and welcoming environment and performance of all work duties as required. Work is performed in a cost-effective and service-oriented manner as it relates to established organizational objectives.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
1. Maintain extensive knowledge of the fire warning and suppression system and evacuation procedures to ensure all residents respond appropriately in case of emergency.
  2. Maintain clear, thorough, routine communication with Residence Supervisor and Program Director in all responsibilities listed.
  3. Provide “awake” active/mobile shift coverage while maintaining grounds security at all times.
  4. Maintain all shift logs and complete incident reports as required.
  5. Help prepare apartments for resident move-ins.
  6. Make hourly security checks during designated period.
  7. Explain rules and regulations and enforce residents observance of the rules.
  8. **Transport** (drive) and/or arrange transportation of clients as required. Keep van clean, gas tank filled, keep mileage log, and report any mechanical problems to Residence Supervisor or Director.
  9. Assist on-site residents with minor problems and answer routine questions.
  10. Receive maintenance requests from clients. Check equipment in and out (such as vacuum cleaners); inspect for damage, maintain as needed.
  11. Perform housekeeping and other maintenance tasks as needed.
  12. Provide residents with a safe, non-judgmental environment.
  13. De-escalate crisis before they develop and respond to crisis situations in an appropriate manner.
  14. Comprehend and adhere to ethical standards and confidentiality laws.
  15. Perform routine clerical duties as required.

- B. Responsible for assistance with client development.
  - 1. Address and report any biological, psychological, or social issues that promote disharmony, criminal, or otherwise non-productive behavior.
  - 2. Support in implementing plans to assist the clients in pursuing educational, vocational, housing and other goals.
  - 3. Assist with conflict resolution among clients when necessary.
  - 4. Role model positive attitudes and behaviors to help clients as they work toward self-sufficiency.
  - 5. Write in Resident Log all activities of and interactions with each resident.
  
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
  - 1. Read all logs daily. Write in all logs daily.
  - 2. Monitor inventory of program equipment and supplies.
  - 3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  - 4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  - 5. Direct available resources as required.
  - 7. Maintain an above-average working knowledge of fire, safety, and health standards to assure safe work environment for all clients and personnel.
  
- D. Responsible for self-development.
  - 1. Continually learn and enhance technical and interpersonal skills.
  - 2. Maintain valid adult, child, and infant CPR and First Aid certifications to ensure appropriate response in cases of an emergency.
  - 3. Attend staff meetings/assigned training seminars and complete required certifications, (i.e. CPR, First Aid, etc.)

**EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to youths aging out of the child welfare system, mental illness, homelessness and substance abuse. The Security Support must be able to utilize a range of interventions to work with clients of varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. The position requires CPR and First Aid training within 90 days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license is also required.

**SPECIFIC SKILLS REQUIRED:**

Knowledge of fire warning and suppression system  
Teamwork skills  
Oral and written communication skills  
Ability to assist other people  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS**

Lift and move up to 50 pounds  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally  
Climb stairs where programs have more than one level  
Be able to maneuver quickly in emergency situations to assist clients as needed

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with clients and all levels of professional staff. The Mentor Staff are responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES**

No employees report to this position.

**This job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_