

## **POSITION DESCRIPTION**

Position: Support Staff  
Program: Sierra Manor  
Reports to: Community Administrator  
Status: Non-exempt  
Date Prepared: 3/2020

### **POSITION SUMMARY:**

The Support Staff is responsible for assuring quality service in a safe, non-judgmental manner to all tenants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with tenants and team members, supporting the safety and the integrity of all tenants, and performance of all work duties as required. This position will spend time integrating with clients, maintain security, and perform housekeeping and janitorial duties. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives.
  - 1. Explain program rules and regulations to tenants and facilitate tenants' observance of the rules.
  - 2. Provide "awake" shift coverage and maintain grounds security at all times. Conduct hourly safety and security checks during designated periods. Approximately half of the shift will be used for security duties.
  - 3. De-escalate crisis before it develops and respond to crisis in an appropriate manner, providing emergency assistance to tenants and co-workers as necessary.
  - 4. Maintain daily reports to provide statistical information.
  - 5. Perform housekeeping, janitorial, and other maintenance tasks as needed, i.e. change light bulb, plunge toilet, etc. Prepare rooms for next tenant; maintain/monitor staff area cleanliness, etc. to meet health/sanitation requirements of city and county. Up to half of the shift may be spent performing housekeeping, janitorial, and maintenance duties.
  - 6. Respond to all tenant questions and concerns.
  - 7. Perform clerical duties on shift, i.e. answer telephone, record message and file as necessary.
  - 8. Maintain clear, thorough, routine communication with all tenants.
  - 9. May perform other duties as assigned.
  - 10. Respond to lockouts.
  
- B. Responsible for assistance with tenant leases and community.
  - 1. Support the Volunteers of America staff in implementing policies and procedures.
  - 2. Role model positive behavior.
  
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
  - 1. Document and report all tenant concerns and/or infractions that can impact the program security.
  - 2. Complete all shift logs, observation logs, and incident reports.
  - 3. Secure approval for exceptions to standard policy.

4. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  5. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  6. Communicate with on site staff, Community Administrator, Administrative Assistant, and service providers and external county/state/city program representatives as required.
  7. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
- D. Responsible for the assistance of training and development of new staff.
1. Assist the Community Administrator in department orientation and training of new employees as requested to assure quality work outcomes.
  2. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for tenants and all personnel.
- E. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to tenants without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to seniors, lower economic-status individuals, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with tenants with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills preferred but not required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
 Oral and written communication skills  
 Ability to de-escalate crises and assist tenants and staff in emergencies  
 Organizational skills  
 Analytical and decision making ability  
 Maintenance, housekeeping, and janitorial skills

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
 Physically able to safely maneuver weight distribution of a tenant in an emergency situation  
 Stand, walk, bend, stoop, and sit frequently  
 Kneel occasionally  
 Climb stairs where programs have more than one level  
 Be able to maneuver quickly in emergencies to assist tenants as needed

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Community Administrator 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 county/state/city and business entities, tenants, and all levels of staff. The Support Staff is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all tenants. 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 person.

**This Support Staff 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 \_\_\_\_\_