

POSITION DESCRIPTION

Position: Support Staff/Maintenance
Program: El Dorado Navigation Center
Reports to: Shelter Director

Status: Non-Exempt
Date Created: 02/2024

POSITION SUMMARY:

The Support Staff/Maintenance is responsible for assuring quality service to all program clients compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program clients and team members, assessment of client needs, 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 standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the program.
 - 1. Ongoing source of engagement, information sharing, and problem-solving for clients using trauma-informed, strength-based, compassionate, and professional approaches.
 - 2. Explain program requirements and regulations to new clients and assure compliance.
 - 3. Continually reorients clients to rules, rights, and responsibilities.
 - 4. Coordinate meal preparation/service, room assignments, and other daily routines.
 - 5. Provide shift coverage and maintain navigation center security and safety at all times, indoors and outdoors.
 - 6. Provide emergency assistance to clients and co-workers as necessary.
 - 7. Perform housekeeping and other maintenance tasks as needed, i.e., change light bulbs, plunge toilet, clean up accidents/messes, etc.
 - 8. Prepare for new clients, including sanitizing beds and sleeping areas.
 - 9. Cleaning and sanitizing all common areas, including restrooms and laundry, and staff areas, both indoors and outside.
 - 10. Assures toiletry and cleaning supplies are stocked and secured.
 - 11. Address any behavior issues that create disharmony, criminal, or otherwise non-productive behavior.
 - 12. De-escalate crisis before it develops and respond to the situation in an appropriate manner. Provide emergency assistance to clients and co-workers as necessary.
 - 13. Takes pertinent client issues to the Case Management team.
 - 14. Role model positive and professional behavior, including appearance, and communication with others.
 - 15. Perform other reasonably related duties as assigned.

- B. Responsible for ensuring that the building grounds, outside yards and interior of the Navigation Center are well maintained.
 - 1. Ensure that the grounds and open areas surrounding the Navigation Center are maintained in a clean and sanitary condition free from rubbish, debris, waste paper, garbage, or other refuse. Sweep grounds daily. Use leaf blower daily on parking lot.
 - 2. Report to the Shelter Director of any structural damage or safety hazards such as broken windows, doors, walls or damaged electrical wires.

3. Perform light maintenance such as fireproofing and hanging curtains, touch up painting, snaking toilets, hanging flag on flagpole and maintenance of pop up tent.
 4. Manage recreational equipment. Maintain inventory of bicycles and keep a log, tracking when clients check them in and out.
 5. Responsible for accepting weekly deliveries and putting items in appropriate storage areas.
 6. Dispose of and breakdown all card board boxes
 7. Maintain the organization of the clothes closets and storage areas. Organize cleaning supplies such as brooms, bleach and other cleaning supplies.
 8. Responsible for unloading, storing and the organizing of monthly deliveries from the Central Kitchen.
 9. Clean all windows and interior glass.
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Maintain daily reports to provide statistical information.
 2. Complete all shift logs, observation logs, and incident reports.
 3. Document and notify management of client concerns, potential workflow problems, and/or any exceptions to policies that can affect program security or safety.
 4. Adhere to staffing schedules to provide adequate/safe staffing coverage and accomplish program objectives.
- D. Responsible for the assistance of training and development of new staff.
1. Assist in department orientation and training of new employees as requested to assure quality work outcomes.
 2. Identify ongoing training for new and existing staff and report needs to management.
 3. Serve as part of the program development team by providing information and support for developing quality operations.
 4. Maintain an above-average working knowledge of fire, safety, and health standards to assure a safe work environment for clients 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.

EDUCATION AND EXPERIENCE:

This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to difficult clients without ethnic or social prejudices while using evidence-based practices to end homelessness. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, women, minorities, and persons with disabilities. Specific knowledge and experience with the Twelve Step philosophy, mental illness, addiction and recovery, and dysfunctional family dynamics is preferred. Must have the flexibility to work irregular hours. Must be able to function both independently and in a team environment effectively. Tact, discretion, and resourcefulness are required at all times.

SPECIFIC SKILLS REQUIRED:

Light Maintenance work

Teamwork skills

Ability to de-escalate crises and assist clients and staff in emergencies

Oral and written communication skills

Computer skills

Ability to assist other people compassionately while maintaining professionalism

Organizational skills

Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program, or among individuals, which enables them to work effectively, cross-culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as the staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to clients when deemed necessary.

PHYSICAL REQUIREMENTS:

Lift and move up to **50 pounds**

Physically able to safely maneuver the weight distribution of a client in an emergency

Repetitive movements such as mopping, **sweeping** or vacuuming

Ability to climb stairs regularly

Stand, walk, bend, stoop, and sit frequently

Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are often performed independently with accessible guidance and direction from the manager or lead. Must be able to function independently and in a team environment to achieve operational goals and contract compliance.

SUPERVISION EXERCISED:

This position does not supervise. However, training and lead responsibilities may be delegated as the program needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

None

NUMBER OF EMPLOYEES:

No employees report to this position.

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 outlined above.

Employee Signature: _____ Date Signed: _____