

POSITION DESCRIPTION

Position: Maintenance/Janitorial Technician
Program: Meadowview Navigation Center
Reports to: Program Director

FLSA Status: Non-exempt
Date Revised: 07/2024

POSITION SUMMARY:

The Maintenance/Janitorial Technician is responsible for the overall janitorial and maintenance duties at the program as needed. This individual is responsible for assuring quality service in a safe, non-judgmental manner to all guests compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with guests and team members, 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 overall janitorial/maintenance duties at the program.
 - 1. Maintain the general interior and exterior upkeep of program site to meet all county codes and to insure all equipment is in safe working order.
 - 2. Remove garbage, dust, mop, vacuum, and sanitize.
 - 3. Ensure overall cleanliness of restrooms and laundry facility.
 - 4. Replenish paper products as needed.
 - 5. Conduct required inspections of grounds to ensure the safety of the interior and exterior of the program.
 - 6. Make recommendations to Program Director on necessary maintenance repairs, preventive maintenance and property improvements.

- B. Responsible for all areas of daily communication with supervisor and stay in compliance with company policies.
 - 1. Report all guest and staff concerns and/or infractions that can impact the program security or safety.
 - 2. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 - 3. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives. This would include weekend on-call coverage.
 - 4. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
 - 5. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for guests and all personnel.

- C. 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 perform general grounds keeping, janitorial, maintenance, and equipment operation, communicate and comprehend oral and written instructions, and to provide services to guests without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, women, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with guests 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. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license, proof of insurance, and ability to meet our insurance carriers' guidelines is required.

SPECIFIC SKILLS REQUIRED:

- Ability to interpret instructions / guidelines from maintenance manuals
- Ability to perform preventive and routine maintenance on tools, equipment and attachments
- Teamwork skills
- Oral and written communication skills
- Ability to de-escalate crisis situations and assist guests and staff in emergencies
- Organizational skills
- Analytical and decision making ability
- 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 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 guest when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

- Lift and move up to 50 pounds
- Physically able to safely maneuver weight distribution of a guest in an emergency situation
- Able to climb stairways and ladders on a regular basis
- Stand, walk, bend, stoop, and sit frequently
- Kneel occasionally

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, however, may be delegated training and lead responsibilities as the program needs may require.