



BETHANY ST. JOSEPH CORPORATION

JOB DESCRIPTION

JOB TITLE: Housing Assistant
DEPARTMENT: Community Services
SUPERVISED BY: Community Services Director
EFFECTIVE DATE: 2/10/14
ORIGINAL/REVISED/REVIEWED: Original 6-03/Revised 2-7-14

JOB SUMMARY

Provide leadership in maintaining a clean, safe and uplifting environment for tenants. Conduct rental activities and address tenant issues.

JOB FUNCTIONS

I. FACILITY RELATED

- A. Assure for the cleanliness and safety of the facilities and grounds, including, but not limited to:
 - a. Vacuuming, dusting, sweeping and mopping floors. Also includes window washing, cleaning public restrooms, laundry rooms, kitchens (including appliances) and monitoring floors for spills.
 - b. Trash removal from facility to dumpster.
 - c. Laundering facility linens and cleaning rags/mop heads.
 - d. Cleaning/dusting of facility décor.
- B. Maintain equipment and supplies in a good, safe and clean condition.
- C. Complete maintenance request forms as necessary.
- D. Assume responsibility for housing operations in director's absence.
- E. Validate fire extinguishers and test back up lighting monthly.
- F. Assist maintenance personnel with light duty maintenance including, but not limited to:
 - a. Changing light bulbs.
 - b. Salting.
 - c. Sweeping/shoveling walks.
 - d. Watering shrubbery/lawns.
- G. Decorate (general and seasonal) as instructed by facility director or other administration.

II. TENANT RELATED

- A. Provide support services to tenants (cleaning/laundry services).
- B. Clean apartments after a tenant vacates and before occupancy of new tenant(s), including, but not limited to:
 - a. Cleaning of appliances (stove, refrigerator, air conditioner).
 - b. Vacuuming blinds, carpeting.
 - c. Washing cupboards and wood work.
 - d. Washing windows and light fixtures.
 - e. Cleaning and disinfecting of bathroom fixtures and flooring.

- C. Develop activities, programs and special events as required by the director.
 - a. Facilitate and lead activities for tenants both on and off site.
 - b. Examples of possible activities include, but are not limited to, parties, entertainment, shopping, attending events, art, games, group discussions, performance, etc.
- D. Maintain a positive relationship between tenants, families and departmental staff.
- E. Respond to tenant requests as necessary and appropriate.

III. STAFF AND FACILITY RELATED:

- A. Report incidents involving tenants, staff or visitors to director/designee; complete incident reports as directed or required.
- B. Answer telephone, log messages, and promote BSJ services to callers and visitors.
- C. Keep work areas clean, orderly and hazard free, using every precaution to protect tenants, staff and visitors. Report malfunctioning equipment to the Director.
- D. Support and abide by all safety practices set forth by BSJ Corporation including but not limited to using proper body mechanics, minimizing trips and falls, good and safe housekeeping and reporting hazardous working conditions to the director.
- E. Understand and use appropriate universal precautions while performing job tasks including but not limited to using personal protective equipment, proper hand washing procedures and proper infection control and body substance isolation procedures.
- F. Inventory supplies and submit purchasing requests to the director to assure availability of programming and operational supplies.
- G. Attend departmental /committee/staff meetings, mandatory in-services and educational programs as required.

IV. GENERAL

- A. Identify with, share in and have a commitment to the mission, philosophy and objectives of the Community Services Department and Bethany St. Joseph Corporation.
- B. Manage the rental process by providing tours to prospective tenants and families, completing rental paperwork and subsequent billing.
- C. Maintain confidentiality of tenant and staff information.
- D. Follows established safety precautions when performing duties and when using equipment and supplies.
- E. Communicate effectively with co-workers, directors and other members of the corporate team to establish and maintain a cooperative work environment.
- F. Contribute toward public relations efforts that promote BSJC.
- G. Maintain regular communication with the director.
- H. Perform other tasks as assigned by director.

QUALIFICATIONS

Education:

- Successful completion of Bethany-St. Joseph, Community Services Department, and housing orientation.
- High school education desirable, but not required.

Experience:

- Experience working with the target population preferred

Specific Qualifications

1. Must be 18 years of age.
2. Must possess a valid driver's license and be insurable.
3. Ability to understand and follow oral and written instructions.
4. Ability to plan, organize, and facilitate tenant programming.
5. Possess good verbal and written communication skills.
6. Self-directed, able to establish priorities and complete work assignments independently in an efficient and timely manner with minimal direction/supervision.
7. Ability to work in a team environment.
8. Display strong interpersonal skills.
9. Demonstrate leadership qualities.
10. Ability to exhibit professionalism to tenants, families, staff and other stakeholders.
11. Display a positive attitude toward tenants, families, staff and the organization.
12. Display patience, tact, sense of humor and enthusiasm and a willingness to work with difficult tenants.
13. Ability to make independent decision when circumstances warrant such action
14. Ability to adapt to varying situations and people.
15. Adaptable and organized to meet the demands of the job. Able to concentrate and work under pressure.

Physical Requirements

1. Moderate amount/level of physical activity required for scheduled shift.
2. Repetitive lifting of 40-60 pounds.
3. Mobility to spend 80% of shift standing and/or moving about work area.
4. Able to use hands and arms, have a full range of motion and be able to complete assigned tasks.
5. Able to walk, stoop, twist, bend, squat, push/pull repetitively to perform essential job functions.
6. Able to read directions and labels.
7. Able to hear and respond to tenant's spoken needs, emergency procedure instructions and to use the telephone.

Working Conditions

1. Repetitive exposure to water/soaps solutions.
2. May be exposed to an array of chemicals including, but not limited to bleach, ammonia, vinegar, salts and solvents.
3. Potential exposures to situations of tenant's behavioral outbursts, and tenant infection/disease process.
4. Hours scheduled will vary according to programming needs.
5. Work under time constraints and meet deadlines.
6. Some exposure to loud and unpleasant noises and dust.
7. Potential exposures to situations of behavioral concerns, including but not limited to hostile and emotionally upset tenants, family or visitors.
8. Exposure to blood, body tissue and other potentially infectious fluids..
9. Potential exposures to tenant infections and diseases.
10. Hours scheduled vary according to program needs.
11. Frequent exposure to stressful situations and deadlines.
12. Work indoors in lighted, climate controlled building as well as outside in various conditions (rain, snow, heat).

This job description is not intended to be all-inclusive. The employee will also perform other related business duties as assigned by the director or other administration. Bethany St. Joseph Corporation reserves the right to revise or change job responsibilities, duties and hours as the need arises. This job description does not constitute a written or implied contract.

Employee's Signature

Date

Director's Signature

Date

Bethany St. Joseph Corporation is an Equal Opportunity Employer.