Job Title: Mayors Manor Residential Assistant  
Position level: 2, part-time, hourly, non-exempt  
Supervision Received: Mayors Manor Program Coordinator  
Supervision Exercised: None  

Job Summary: Responsible for providing social service information and referrals to residents of Mayors Manor.  

Duties Performed:  
- Provides information regarding Mayors Manor  
- Provides information and referrals to tenants and prospective clients/community  
- Assists tenants with emergency services referrals as needed and acts as a liaison with community agencies and services  
- Provides supportive services to tenants  
- Follows building procedures to ensure safety  
- Follows visitor and guest building procedures including visitor and overnight log duties  
- Completes building walk through and evaluation each shift including security camera tape change, activity and overnight written logs  
- Oversees main desk and door, security cameras, phone coverage  
- Assists Program Coordinator with appointments, confidential files, reporting and tenant functions  
- Records client assistance and contact in tenant desk files  
- Responsible for the general maintenance and cleanliness of desk and staff area  
- Assists tenants with appointments such as medical, mental health, social security, court etc. as directed by Program Coordinator  
- Complies with confidentiality policies  
- Follows and enforces desk staff operations manual and procedures  
- Any other duties assigned and deemed necessary for the effective and efficient operation of the agency  

Job Specifications:  
Physical Requirements: Ability to perform required tasks such as climbing three flights of stairs multiple times in a shift  
Educational Requirements: High school diploma with work/volunteer experience or an Associate’s Degree  
Specific Skills: Ability to work with a diverse population of individuals with special needs; ability to work independently; attention to detail; ability to enforce policies; must possess written and oral communication skills; ability to work with tenants, guest, staff and various agencies throughout the community; ability to handle stressful and crisis situations utilizing sound judgement good attendance and punctuality  
Other: Driver’s license and suitable transportation; working phone  

1/2018