

MID CENTRAL COMMUNITY ACTION, INC.
JOB DESCRIPTION

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