

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.

Specific Skills:

Ability to work with a diverse population:

- Ability to work with tenants, guests, staff, and various agencies throughout the community
- ability to work with individuals with special needs;
- Provides information and referrals to tenants and prospective clients/community
- Assists tenants with appointments such as medical, mental health, social security, court etc. as directed by Program Coordinator

Written and oral communication skills:

- Ability to enforce policies
- Provides information regarding Mayors Manor
- Completes building walk through and evaluation each shift including security camera tape change and activity and overnight written logs
- Assists Program Coordinator with appointments, confidential files, reporting and tenant functions
- Records client assistance and contact in tenant desk files
- Complies with confidentiality policies

Ability to handle stressful and crisis situations utilizing sound judgement:

- Assists tenants with emergency services referrals as needed and acts as a liaison with community agencies and services
- Follows and enforces desk staff operations manual and procedures

Ability to work independently:

- Good attendance and punctuality
- Follows building procedures to ensure safety

- Follows visitor and guest building procedures including visitor and overnight log duties
- Oversees main desk and door, security cameras, phone coverage
- Responsible for the general maintenance and cleanliness of desk and staff area

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

Other: Driver's license and suitable transportation; working phone

Mid Central Community Action is an Equal Opportunity Employer. We are deeply committed to providing a diverse and inclusive environment for our staff and clients.