

**HEARTLY HOUSE
SHELTER/OPERATIONS ASSISTANT**

This is a full-time (35 hours per week), non-exempt position that reports directly to the Facilities Manager.

AREAS OF RESPONSIBILITIES:

- Provide housekeeping and operations support to direct client services at all Heartly House locations.
- Provide housekeeping and operations support to administrative offices including but not limited to: vacuum carpeted areas; wet mop tile areas; dust common areas (group room, client waiting room, kitchen); clean bathrooms.
- Clean bathrooms on weekly basis or as needed. Restocks cleaning supplies, paper products, hand soap in bathrooms and common areas as needed.
- Deep clean and disinfect as needed to prevent the spread of Covid and other infectious diseases.
- Purchase client groceries and assist with inventory of food. Label and put away/distribute groceries. Remove any food item that is or about to be expired.
- Restock client kitchen supplies as needed (dish soap, sponges, dish detergent, paper towels, etc).
- Turn over client bedrooms after client has exited (clean and change all linens, clean/disinfect all.)
- Assist with menu planning as directed by Residential Services Director.
- Keep budget records as needed and submit receipts to Facilities Manager.
- Process and organize donations in coordination with Development & Residential teams, and maintain donation storage areas.
- Report maintenance and supplies needs to Facilities Manager.
- Complete maintenance tasks and light repairs as skills allow.
- Assist with repair/maintenance tasks and moving of furniture/items at Transitional Housing units as schedule permits.
- Escort vendors/contractors throughout the building as needed and requested by Facilities Manager.
- Maintain and organize storage areas in client services areas.
- Gather trash/recycling for pick-up from all buildings and put on curb on appropriate days.
- Move furniture and/or other items throughout the building as instructed by Facilities Manager
- Shovel snow from sidewalks of all buildings and salt areas as needed. Coordinate plowing of parking lot with Facilities Manager.
- Perform yard work at all locations as needed (mowing, weeding gardens, mulching, pruning, leaf blowing/disposal, planting as requested, clean-up/disposal of yard waste, etc.)
- Maintain client confidentiality.
- Adhere to Heartly House philosophies and policies.
- Performs other duties as assigned by Facilities Manager.

EDUCATION AND EXPERIENCE:

- Responsible individual who works and communicates well with others
- Home management skills necessary
- Basic computer skills including knowledge of Microsoft Office
- High levels of initiative and energy; must be a “self-starter”
- Good physical health; able to lift up to 50 pounds
- Licensed driver with vehicle available
- Must successfully complete portions of Heartly House training during probationary period