

**Title:** Live-in Transitional Housing Custodian  
**Employer:** St. Mary's Center  
**Department:** Friendly Manor  
**Hours:** 25 hours weekly, 4 days a week  
Unrestricted on-call duty outside of regular work hours  
With flexibility due to trainings  
*Example:*  
3 days (2:00pm to 8:30 pm) with 30 minute meal break  
1 day 1:00pm to 8:30pm with a weekly staff meeting  
**FLSA Status:** Non-Exempt, \$16.47/hourly  
**Reports to:** Housing Coordinator

**Background:**

St. Mary's Center (SMC) has served multi-racial, multi-ethnic poverty-level seniors and young children in West Oakland since 1973. Started as an outreach effort of St. Mary's Church, the Center was incorporated as an independent 501(c)3 in 1992. Our mission is to create a community of hope, justice, and healing that serves at-risk seniors and preschoolers in the heart of Oakland. We strive to improve quality of life through counseling, shelter, nutrition, advocacy and social support

**Friendly Manor:** Opened in 1990 by three Sisters of St. Joseph of Carondelet, Friendly Manor is a non-denominational drop-in center and residence for unhoused women. In 2016, St. Mary's Center assumed responsibility for this vital program. The Drop-in Center (closed during shelter-in-place) provides a safe haven for 40-50 women daily, providing breakfast and a simple lunch most days as well as laundry and shower facilities. We host Transitional Housing for twenty-five formerly homeless women as they work towards securing independent housing.

We are hiring a Live-In Transitional Housing Custodian to join our Housing team at Friendly Manor, 2298 San Pablo Av, Oakland CA. You will help keep second and third floor facilities clean and safe through janitorial services and living onsite in a private room with bath, mini-fridge, cable TV and internet service. Ability to work with Senior Women experiencing homelessness and participating in a transitional housing program, plus attention to detail and cleaning requirements is necessary.

**REQUIRED KNOWLEDGE AND SKILLS**

**Commitment to Social Justice and Understanding of Needs of Homelessness in Oakland –** Strong commitment to SMC's mission and social justice; knowledge in the areas of homelessness, poverty reduction, upward mobility and economic equity; Knowledge of or willingness to learn relevant clinical practices and approaches to serve unhoused Seniors

**Diversity -** Demonstrate knowledge, ability and willingness to engage in continuous learning about various ethnic, spiritual, and culturally diverse backgrounds.

**Client Perceptiveness and Empathy** - Ability, willingness and sensitivity to work with program participants experiencing stress and trauma related to homelessness, chronic illness, and isolation; Being aware of others' reactions and understanding why they react as they do.

**Management of Material Resources** - Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

**Communication** - Talking to others to convey information effectively; Ability to communicate effectively and clearly with clients, supervisor/manager and teammates/coworkers in language and writing.

**Conflict Resolution** – Ability to resolve conflicts within employees and clients; Ability and willingness to respond tactfully under pressure: cope under stress

**Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions

**Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Judgment and Decision Making** - Sound judgment and good assessment skills. Maturity in considering the relative costs and benefits of potential actions to choose the most appropriate one Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions;

**Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Dependability** – Ability to work with integrity and initiative. Ability to see tasks to completion.

**Medical Emergency** – Willingness and ability to follow established protocols in case of medical or psychiatric emergency; Knowledge of

**Team Player** - Be able to work in a team environment, maintain a positive attitude, and be able to assist the team to deliver programs

## **DUTIES AND RESPONSIBILITIES**

Essential duties include, but are not limited to:

### **Custodial Services (60%)**

- Clean kitchen areas, common rooms, bathrooms, showers, hallways, stairways, elevator and other areas, following established protocols using provided cleaning solutions and equipment in accordance with health and environmental compliance
- Empty waste receptacles, recycle/landfill/compost/organics daily
- Mop and vacuum floors daily
- Wipe down tables, chairs and furniture; dust/vacuum common areas daily
- Wet, dust and clean windows and window blinds
- Restock supplies and dispensers, and notify the Housing or Operations Managers of any needed supplies or equipment
- “Bag & Tag” former resident belongings in vacant units
- Perform deep cleaning of transitional housing units pre and post occupancy,
- Identify and report any problems in regards to maintenance, health, safety or security of the property to the General Manager
- Follow a schedule of preventative maintenance and perform additional cleaning and maintenance duties as needed
- Assist building maintenance staff with light maintenance projects
- Follow facility health and safety rules, and wear protective equipment when and where applicable.
- Assist other staff with special requests and/or other duties

### **Program Support (40%)**

- Be on unrestricted standby to manage emergencies at all times outside of working hours
- Work with program participants to complete chores
- Follow all established policies, protocols and guidelines to improve health and safety including front door security measures
- Respond to emergencies by assessing medical, psychiatric or other needs and contacting outside agencies when needed
- Report incidents to Housing Manager and Director per protocols and instruction
- Support healthy, constructive environment through positive approaches, conflict de-escalation
- Participate in professional development, staff trainings, and weekly staff meetings
- Support women in developing pride in their environment and hope for the future

## **QUALIFICATIONS**

- High school diploma or general education degree (GED) OR equivalent work experience.
- Compassion, reliability
- Fast paced, high traffic, detail oriented facility
- Must have ability to read and understand documents included but not limited to, operating and maintenance instructions, safety data sheets, and standard operating procedures, etc.
- Attendance and reliability required
- Must be able to understand and carry out instructions provided in any of the following ways: written, spoken, etc.
- LiveScan background check
- CPR Certification
- Flu shot recommended
- Basic Microsoft office skills (Outlook, Word, Excel) preferred

## **Lodging information:**

- Private room with bath, mini-fridge, cable TV and internet service
- Access to onsite computer lab, shared kitchen and dining area
- No drugs, alcohol, or weapons onsite; grounds for immediate termination
- No personal visitors
- No pets

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to clearly communicate with others to understand them and to be understood.
- Must be able to move, lift, carry, pull or push up to 50 pounds unassisted
- Must be able to operate office equipment: computer, copy, scanner and fax machines
- Must be able to read and compose documents so that their intent is easily understood.
- Must be able to effectively use a telephone and take notes.
- Must be able to reach above and below shoulder height, constant walking, standing in one place for long periods of time, bending, stooping, lifting, kneeling, etc.
- Must be able to work in varying temperature environments (inside and outside of the facility)
- Must be able to attend in-person or web-based meetings, sitting, listening, and taking notes.

**St. Mary's Center is an Equal Employment Opportunity Employer**

St. Mary's Center is an equal opportunity employer and is committed to an active Equal Employment Opportunity Program (EEOP). It is the stated policy of St. Mary's Center that all employees and applicants shall receive equal consideration and treatment in employment without regard to race, color, religion, ancestry, national origin, age (over 40), sex, marital status, medical condition (cancer related) or physical handicap (includes all other medical condition).