Los Angeles Mission, Inc.
Job Description

Job Title: Housekeeper/House Monitor
Department: Women's Resident Ministries
Reports To: Program Director of UTI & Women’s Program
FLSA Status: Regular, Full Time, Non-Exempt
Prepared By: Human Resources
Prepared Date: Revised Aug 2019

SUMMARY:
Demonstrate Christ-like behavior and attitude in all areas of job duties and responsibilities. Directs and coordinates all activities involved with general operations of the Anne Douglas Center, by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Housekeeper
- Clean and/or oversee the cleaning of all facilities utilized for the Women and Family Ministries of the Los Angeles Mission, including but not limited to the Anne Douglas Center.
- Ensures all areas of the facility are in clean and sanitary condition. This includes students making up their beds and completing their daily chores.
- Observe and report any maintenance issues.
- Serves as trainer for all ADC students assigned to the housekeeping training rotation.
- Work with students instructing and demonstrating how to appropriately perform housekeeping duties and other assigned tasks.
- Monitor students during their shifts as needed for training and compliance purposes.
- Review student performance by checking chores, and providing praise and corrective/instructional feedback.
- Participates in routine cleaning of ADC storage facilities, closets, & cabinets.
- Maintain inventory control of cleaning and equipment supplies.
- Ensure adequate quantities of supplies at workstations and utility closets.
- Oversees laundering of house linens by assigned students.
- Post ministry/chore assignments and update record keeping of assigned student.
- Access and respond to daily emails and other work related write documents.
- Assists in preparing for special events as assigned.
- Assist with other ADC operational and housekeeping duties as deemed appropriate.
House Monitor II

- Monitors residential areas, is visible and available to assist students.

- Monitors the daily activities of the students to include clean up, signing in and out of the facility, recreation, visitation and meal times.

- Responsible for monitoring the activities of the students of the program, including student’s housekeeping training assignments and chores as assigned to ensure compliance with program rules in order to maintain a clean facility.

- Responsible for the safety and oversight of students. Normally, the only on-site Staff on duty.

- Monitors medication and consumption log in accordance to the medication policy of the program.

- Consult with direct supervisor regarding students’ personal needs, behavior.

- Check for contraband in the facility through general observations.

- Maintain visitor protocol, monitors visitation period and terminates visitation according to program policies.

- Follow appropriate incident protocol and accompanying documentation.

- Maintain a comprehensive and accurate written record of events that occur during shift as well as thorough incident reports and submit to supervisor and student’s chaplain.

- Maintain student sign in-out log.

- Check all doors at the onset and end of shift to ensure all doors are locked

- Calls/contacts supervisor or LAM Security when necessary.

- Keeps in contact with LAM Security by 2-way radio.

- Intervenes as necessary to protect students from injuring others, staff and/or themselves.

- Effectively communicates emergency situations to supervisor in a timely manner

- Maintains confidentiality of student and/or staff issues.

- Conducts routine bed checks at quiet time and periodic room checks throughout shift, reporting absences, etc.

- Communicates observations by email or phone call to supervisor and student’s chaplain regarding behavioral patterns that may not conform to program guidelines.
• Collects urine samples for drug testing and leave for chaplain as deemed necessary.

• Checks interior and exterior of facility at regular intervals.

• Creates and submits daily reports of facility, maintenance problems, rule violations and any activities during shift.

• Escorts students to activities.

• May transport and supervise students on outside activities.

• As appropriate, offers prayer and encouragement consistent with Scriptures and the principles of Los Angeles Mission, Inc.

• Attends Staff Meetings and Staff Devotions (when possible).

• Provide clerical support as assigned.

• Fill in during vacation periods as needed.

SUPERVISORY RESPONSIBILITIES:
  • None

QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:
High School diploma or G.E.D. and one year of custodial experience or combination of education and experience required. And two years related skill or experience in management of difficult behaviors. Conflict Resolution and/or Management of Aggressive Behaviors experience is a plus.

TECHNOLOGY SKILLS:
Computer literacy is required. Must be able to operate Microsoft Word, Microsoft Outlook, and internet-based applications like Paychex Employee/Manager Self Service Portal and Outlook Web Access with ease. Other business software may be deployed related to job functions.

LANGUAGE SKILLS:
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to deal with a wide variety of people including high level agency representatives and in contrast, homeless people soliciting help from agency.
MATHEMATICAL SKILLS:
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:
Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

LOS ANGELES MISSION EVENTS:
All Mission employees are required to work the four (4) yearly Mission street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

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. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include distance vision, color vision and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an inner city gospel rescue mission and rehabilitation program for substance abusers. Employee will typically work in a comfortable office environment. Employee may be exposed to some abuse from angry employees or guest. Employee may be regularly exposed to some risk of communicable disease from guests of facility, exposure to TB and other respiratory diseases.

LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER:
We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.
I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.

______________________________________________  ________________
Employee Signature                                Date

______________________________________________  ________________
Employee Name (please print)                      Date

______________________________________________  ________________
Approval                                           Date