



<b>Reports to</b>	Operations Supervisor	<b>Position Status</b>	Full Time, 40 Hours
<b>Salary Range</b>	\$13.00/hour starting	<b>Locations</b>	MRC, MFRC, GMRC
<b>EEO Class</b>	Service Workers	<b>FLSA Status</b>	Non-Exempt
<b>Shift</b>	Varied days, varied hours		

### Job Summary

The Road Home seeks employees that have a deep commitment to the mission of serving adults and families that are experiencing homelessness. As a leader in the field of homeless and housing services, The Road Home is a strong, vibrant organization continuously seeking to grow and deepen our impact by further developing our programs to end homelessness. Our goal is to approach to every client from a Trauma-Informed Care perspective, and our objective is follow the Housing First model as we use our knowledge of resources and relationships with community partners to move our clients into housing.

The Custodian position will maintain the cleanliness, safety, and operation of the agency while providing excellent customer service. The Custodian must interact with guests and staff in a friendly, enthusiastic, outgoing, and helpful manner while working in a fast paced and dynamic environment. They must be hardworking, flexible, and possess attention to detail.

### Duties and Responsibilities

1. Coordinate and complete the laundering of all facility linens as needed to ensure guests are supplied with the required bedding each day.
2. Assist with the collection and sorting of all donations through the warehouse for facility and guest use. Professional, respectful, and gracious interactions with donors is required.
3. Perform basic cleaning duties such as sweeping, mopping, cleaning toilets, showers and sinks, emptying trash receptacles, cleaning mirrors, wiping sinks and counters, etc.
4. Perform daily maintenance to keep restrooms full stocked and operational by identifying needs, restocking supplies, and working with custodial and maintenance staff to keep sinks and toilets in working order.
5. Conduct continuous rounds in restroom areas to ensure safe operation and responding appropriately when needed.
6. Responding to emergency situations (including fire drills, an actual fire, etc.) and helping guests leave the building in a safe and timely manner if needed.
7. Frequent interaction with guests, staff, and others working or visiting the agency.
8. Responding to the needs of guests, staff, and other working or visiting the agency.
9. Custodial duties include, but are not limited to:

- a. Floor care and maintenance, e.g., cleaning, preparation, stripping, scraping, waxing, buffing, and resurfacing
  - b. Vacuuming offices, hallways, common areas, and resident rooms
  - c. Window cleaning
  - d. Landscaping and minor exterior maintenance
  - e. Assist with basic repair or replace of facility equipment and systems as needed
10. Monitor and respond to inappropriate behavior as needed, including enforcing rules and regulations, regulating guests' actions, and requesting assistance from other staff if necessary.
  11. Reporting any illicit activity to security while providing greater oversight to help in the prevention of theft, smoking, and other negative behavior.
  12. Reporting damage, theft or other issues to appropriate supervisors or department heads.
  13. Follow all security, safety, and sanitation procedures established by the agency.
  14. Other duties as assigned.
  15. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

### **Education and Experience**

- High school diploma or GED required
- Previous housekeeping or custodial experience preferred
- Experience working with diverse populations preferred

### **Skills and Requirements**

1. Able to communicate effectively and handle difficult situations with professionalism, compassion and from a Trauma-Informed Care perspective.
2. Ability to work independently and use sound judgment within the Trauma-Informed framework to make decisions.
3. Understanding of the Housing First philosophy, and willingness to have conversations with clients about housing.
4. Demonstrating awareness of and sensitivity to diverse populations. Ability to contribute to the Agency's commitment to enhancing awareness and appreciation of diverse ethnic and cultural heritages.
5. Must possess a high degree of motivation towards ensuring guest and staff satisfaction.
6. Ability to follow safety practices and procedures and be safety conscious.
7. Ability to prioritize and handle multiple tasks simultaneously.
8. Ability to handle minor complaints, suggestions, and feedback from staff and guests in calm, professional, and respectful manner.
9. Ability to remain focused on the job while dealing with interruptions from guests and/or other employee contact.
10. Attends work on a regular and predictable basis.
11. Ability to creatively problem solve in the moment by using sound judgment.
12. Must have a clean driving record and be able to be insured on the agent insurance policy.

13. Must pass pre-employment background check and drug screen.

#### **Physical and Equipment Requirements**

- Ability to lift and/or move 50 pounds
- Ability to safely climb a ladder as needed
- Ability to operate equipment and machinery as outlined in this job description
- Ability to bend, squat, twist, push and pull to perform normal job functions
- Ability to stand and walk for extended periods
- Must have valid, unexpired driver's license and the ability to drive a vehicle

#### **Instructions to Apply**

To apply, email your resume to [resumes@theroadhome.org](mailto:resumes@theroadhome.org) and include the job title *Custodian* in the subject line.

*The Road Home is an Equal Opportunity Employer*