

MEDINA METROPOLITAN HOUSING AUTHORITY
An Equal Opportunity Employer
JOB DESCRIPTION

Job Title:	Management Assistant – Next Step Up Emergency Shelter
Supervisor:	Shelter Manager
Employment Status:	Full-Time
FLSA Status:	Bargaining Unit Position
EEO Job Category:	Non-Exempt
Positions Supervised:	NA

Job Summary: Responsible for supporting facility operations and services, including supporting guests of the Next StepUp Emergency Shelter with the daily living needs.

Duties and Responsibilities:

- Supports the daily operations of the Shelter, including but not limited to:
 - Supporting daily facility maintenance and upkeep, in concert with other MMHA staff and guests.
 - Unloading, storing, distributing, and monitoring use of Shelter supplies, food, and non-perishable items.
 - Tasking and monitoring completion of daily community assignments for guests.
 - Monitoring facility security cameras, entry and egress points, and grounds.
 - Conducting routine facility safety and housekeeping inspections.
 - Supporting guests in using the Shelter facility and resources, including guidance for guest use of Shelter kitchen, laundry, storage, etc.
 - Monitoring and logging all facility visitors and guests at all times.
 - Coordinating with emergency responders when needed to address critical health or safety needs of guests or staff.
- Supports provision of shelter rehousing and other case management services as directed by the Shelter Manager or Case Managers, including support for guest intake, admission, and orientation to the Shelter.
- Utilizes trauma-informed care and other evidence-based approaches for engaging and supporting guests with their goal plans and with meeting expectations of shelter residency.
- Adheres to established program policies and procedures, including strict adherence to guest confidentiality.
- Supports collection and management of data necessary for program monitoring and reporting and consistent with agency and state policies and procedures for Homeless Management Information System (HMIS).
- Other duties as assigned.

Skills and/or Experience:

- At least one year experience working a residential setting.
- Excellent interpersonal communication and conflict management skills.
- Ability to work independently within the Shelter Program to meet the needs of

- Shelter guests.
- Must be certified in CPR/First Aid or able to attain certification.

Inherently Hazardous and/or Physically Demanding Working Conditions:

- The essential functions of this job require the encountering of irate clients or individuals and exposure to environmental factors including cold, excessive heat, noise, fumes, dirt, contagious diseases, unsanitary conditions, insect infestation, bodily wastes, odors, common office chemicals, and may involve lifting of up to 40 pounds.

Additional Requirements:

- Must successfully undergo a criminal background check
- Must possess a valid Ohio Driver's License
- Must provide proof of eligibility to work in the United States
- Included in the on-call rotation as needed for staffing coverage
- Must undergo Tuberculosis (TB) testing annually
- Strongly encouraged to be up-to-date on MMR, Hepatitis B, Varicella, Tetanus, Meningococcal, Influenza and COVID-19 immunizations as recommended by the Medina County Health Department for those working in residential settings
- Must be able to deal with culturally diverse populations and perform within strict ethical standards
- Maintain strict confidentiality of client issues and agency matters as defined by professional ethics and applicable laws.

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. Employee signature below signifies review and understanding of the contents.

Executive Director/Approval

Date

Employee Name (Signature)

Date

Employee Name (Print)