



Opening doors to
housing and recovery.

Job Description – Property Aide

Reports To: Program Manager

Responsible for the general running of the properties that are associated with the following programs: Low Demand Shelter, Emergency Shelter, and RCBM Sanctions programs. The Property Aide will assist with resident orientations, report resident compliance issues to the assigned Case Manager, ensure resident safety, and ensure all maintenance needs are addressed.

Duties and Responsibilities:

- 1 Assist in duties relevant to the following OPCS programs: Low Demand Shelter, Emergency Shelter and Bridge Housing programs.
- 2 Provides food and assorted supplies to all residents as needed.
- 3 Distributes mail to residents.
- 4 Communication with program staff on a daily basis to report general observation of residents' wellbeing to include any compliance issues.
- 5 Complete incident reports before the end of each shift for any incident occurring on property.
- 6 Ensure resident safety by contacting the appropriate authorities when an emergency arises.
- 7 Maintains client records and information in a confidential manner and in compliance with HUD and HIPAA standards.
- 8 Perform daily unit inspections following OPCS Housing Quality Standards policy.
- 9 Facilitate a bi-weekly double scrub of the properties according to the OPCS Housing Quality Standards policy.
- 10 Receive new clients and complete new client orientations as needed.
- 11 Be observant of and report property general maintenance needs by submitting an OPCS maintenance request.
- 12 Complete minor maintenance issues/repairs that do not require a maintenance technician.
- 13 Complete daily wellness checks.
- 14 Collect client payments according to OPCS policy.
- 15 Cleaning of units as they are vacated prior to being occupied by a new resident according to Form 310.D OPCS Cleaning Instructions.
- 16 Attend all mandatory trainings.
- 17 Complete other duties and activities as directed.

Qualifications:

- 1 Ability to work patiently with residents and staff and be motivated to help people in challenging situations
- 2 Ability to adhere to all HIPAA guidelines and maintain client confidentiality at all times
- 3 Proficiency with Microsoft Office programs along with a working knowledge of computers
- 4 Strong communication and interpersonal skills
- 5 Ability to work flexible hours
- 6 Experience working in racially, ethnically, and socio-economically diverse urban communities
- 7 Spanish speaking/writing a plus