



## Property Specialist

### Family Shelter Program

#### **Mission Statement:**

*Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.*

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

#### **Position Summary:**

The Property Specialist is a full-time position reporting to the Property Management Director. This position provides support to the properties and the day-to-day operations of the 105-unit Scattered Site Family Emergency Shelter program (SSFES). Attention to detail, good organization skills, and a basic understanding of MA State Sanitary Code are a must. This position requires a Bachelor's Degree or equivalent, and 2-4 years of related experience.

#### **Essential Responsibilities:**

- Conduct regular inspections of the SSFES units in an effort to provide all families with safe and clean temporary living space and meet Department of Housing and Community Development (DHCD) contract goals.
- Report any damages or violations of properties and submit Work Orders, to ensure all properties meet DHCD contact goals and Shelter Rules are being followed.
- Maintain strong communication with cleaning and maintenance vendors
- Maintain strong communication with SSFES landlords
- Assess vacant units and coordinate unit turn-over with team
- Manage the Property Maintenance Hotline
- Draft letters and notices for program participants and landlords
- Maintain SSFES key system and assist with lockouts for program participants when needed
- Complete and send the Family Program Log daily
- Report accurate online/offline unit status of all SSFES units in ETO
- Maintain strong communication with all of the SSFES team
- Assist with other miscellaneous projects as needed

## Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.
- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

## Other:

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.