



## Job description for the position of Cleaning and Comfort Crew



### POSITION SUMMARY

The Cleaning and Comfort Crew creates a clean, healthy and safe environment for the residents of Newhouse. The Cleaning and Comfort Crew completes daily walk-throughs of the shelter to identify areas of focus. Ensuring that every resident feels safe, clean and at home is a must.

The Cleaning and Comfort Crew will report directly to the Director of Facilities. Must be able to adapt to a continually evolving environment and thrive in an autonomous and deadline-oriented workplace.

### PRINCIPAL ACCOUNTABILITIES

- Develop and implement a cleaning schedule with tasks broken into daily, weekly and monthly
- Thoroughly clean and organize the communal spaces
- Determine when items need to be disposed of or replaced
- Understand universal precautions and safety standards
- Improve cleaning techniques and increase standards of cleanliness
- Focus on preventative maintenance
- Common tasks include: Sweeping and mopping floors, bathroom cleaning, trash removal, cleaning and disinfecting communal spaces, cleaning and disinfecting vacated bedrooms and laundering linen

### KEY PERFORMANCE AND SKILLS NEEDED TO ACHIEVE GOALS

<b>Flexibility + Adaptability</b>	Is open to new ways of working, ideas and processes. Adapts quickly and effectively to new environments, people, and responsibilities. Readily adapts to stressful situations and factors outside of his/her control.
<b>Team Building</b>	Communicates the vision and objectives through behaviors and actions. Encourages and supports individuals through change. Fosters an environment that encourages sharing ideas and accomplishing goals as a team.
<b>Boundaries + Self Care</b>	Models appropriate boundaries with residents, staff, and visitors. Maintains appropriate work and personal life boundaries; actively practices self-care and seeks assistance when feeling overwhelmed.
<b>Communication (Verbal + Written)</b>	Expresses views constructively in a fluent, clear, logical manner, with enthusiasm and confidence. Communicates openly and honestly and promotes an exchange of ideas. Is an effective listener – listens openly

	without interrupting. Shows tact, courtesy and diplomacy in dealing with others. Delivers information effectively in a variety of formats. Is succinct in communications, recognizing time is a valuable resource for all.
<b>Documentation</b>	Exhibits a clear understanding of the importance of documentation. Is able to efficiently navigate the organization’s database and completes documentation in a timely manner.
<b>Relationship Management</b>	Uses appropriate interpersonal communication methods to work effectively with peers, residents, and community organizations to meet mutual goals and objectives, builds networks to obtain cooperation. Understands that the environment at Newhouse is one of trauma healing and recovery and interactions with our residents need to be handled sensitively and with a Trauma Informed Care lens.
<b>Decision Making + Problem Solving</b>	Obtains information and identifies key issues relevant to long-term goals. Actively plans, leads and develops with others for the success of the program. Diligently thinks through problems and can select appropriate alternative courses of action to create a solution.
<b>Stress Tolerance</b>	Is even-tempered and keeps control of his/her emotions and behaviors, even in high-pressure situations. Maintains a positive attitude despite stress and frustration. Works effectively under pressure and approaching deadlines. Has a calming influence on others in stressful situations.
<b>Financial Management</b>	Demonstrates an understanding of fiscal responsibility and the impact of budget performance on the operation. Monitors spending and tracks expenses appropriately against the budget. Participates in developing department budget and proposing team structure and salaries.
<b>Creativity + Innovation</b>	Recognizes and generates innovative solutions to challenges (thinks “outside the box”). Seeks to challenge the status quo and traditional assumptions to improve service delivery, efficiencies, and effectiveness. the way things are done. Fosters a working environment that encourages creative thinking and innovation. Is not afraid to take calculated risks and learn from mistakes. Balances creative thinking with practical application.
<b>Confidentiality</b>	Properly maintains the privacy of all client’s personal information and readily adapts to new procedures to ensure confidentiality is achieved.
<b>Change Management</b>	Continuously seeks and encourages others to seek opportunities for different and innovative approaches to addressing organizational challenges, advocates the need for self or others to seek a better way to address work processes.
<b>Functional Expertise</b>	Has the functional competence (skills & knowledge) to be effective in his/her job. Keeps up to date with ongoing learning/studying. Actively seeks assignments and other on-the-job opportunities to improve self. Shares competence willingly with others.

## WORK CONDITIONS

This is a physical position that requires lifting up to 50 pounds, climbing stairs, periods of standing, moving equipment, bending, performing building repairs and other like activities. Operational flexibility is required to meet sudden and unpredictable needs/deadlines.

## EDUCATIONAL REQUIREMENTS

High School diploma required.

Work schedule is typically M-F. Work schedule and hours may vary; evenings and weekends may be required. Flexible work environments are extended to the extent that it does not interfere with meeting the needs of our clients and residents.

## EXPERIENCE, ABILITIES + QUALIFICATIONS

- Ability to organize and prioritize tasks and assignments in order to meet deadlines
- Proven history of self-directed work
- Must possess executive maturity, sound judgment and a professional appearance
- Integrity, honesty and high ethical standards
- Keen interpersonal skills, being sensitive to our Trauma Informed Care model
- Alignment and adherence to the Newhouse mission, vision, and principles

## AT WILL EMPLOYMENT

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

Please submit a resume and cover letter to Kaitlin Dempsey at [Kaitlin@newhousekc.org](mailto:Kaitlin@newhousekc.org). Please put "Cleaning and Comfort Crew Position" in the subject line of your email.

## EQUAL OPPORTUNITY + AFFIRMATIVE ACTION EMPLOYER

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment that gives voice to, supports, inspires and respects all individuals.

Employment at Newhouse is solely based on a person's aptitude, qualifications and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.

**Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.**

I have read and understood the duties and expectations as described in this position description.

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Employee Name

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Date

