



**Open Position: Facilities & Program Support Assistant  
March 2021**

**POSITION SUMMARY**

**Organizational Background:** My Friend's Place (MFP) is a privately funded nonprofit organization with a mission "to assist and inspire homeless youth to build self-sufficient lives." For the past 32 years, MFP has operated a drop-in crisis resource center for homeless and runaway youth ages 12-24 and their children in Hollywood providing emergency, health, mental health, creative arts, and education & employment services to nearly 1,200 youth and young adults experiencing homelessness annually. The youth and young adults we serve are predominantly black and brown and male identified. We recognize the experience of homelessness as a social, racial and economic justice issue. Our comprehensive, multi-disciplinary program model is innovative and replicated in drop-in centers locally and nationally. My Friend's Place is a data lead organization committed to continuous learning and development. We are currently seeking an enthusiastic and committed assistant to join our Facilities and Program Support operations.

**Job Summary:** Under the direct supervision of the Facilities & Program Support Manager and in close coordination with the program and administrative leadership team, the Facilities & Program Support Assistant (F&PSA) will assist with the the day-to-day implementation of our facilities operations, including COVID-19 sanitization, service set up and routine maintenance. The F&PSA will also have supportive contact with youth and adults experiencing homelessness and provide on-site assistance and care to ensure that needs are met with compassion.

**Primary Duties & Essential Functions include but are not limited to the following:**

- Ensure that the building is clean and assist with the set up and take down of services including moving supplies, furniture, and trash/recyclables as well as doing laundry.
- In accordance with COVID-19 health and safety standards, implement facilities related health strategies, including routine sanitizing throughout the building.
- Able to follow verbal and written instructions and safety protocols.
- Assist with receiving, moving, and organizing donations, food and other deliveries.
- Assist with food preparations for our food distribution services.
- Drive the organization's vans to pick up and deliver mail, in kind goods, food, and other supplies to various locations.
- Assist with routine maintenance needs of the organization's vans including regular washing and filling with gasoline.
- Perform duties required to keep equipment, systems, buildings and grounds safe and ready for use.
- Assist with community walkabouts to ensure good neighbor relations and pick up trash from our food distribution services.
- Assist in inventorying food, furniture and other supplies and with ordering.

- Assist in inventories and compiling lists of needed repairs as well as inspect that maintenance items have been completed.
- Assist in escorting vendors through the building during the course of furniture deliveries, maintenance and renovations of buildings.
- Assist with necessary staffing coverage to ensure projects implementation and completion. This includes earlier mornings, later evenings and weekend work.
- Assist with the transportation needs of youth for various appointments and as part of crisis intervention as needed.
- Implement trauma informed care with customer service skills, providing essential services to youth, young adults, and older adults experiencing homelessness.
- Cooperate with team members and encourage cooperation between all programs.
- Participate in regular daily, weekly and monthly meetings, including group clinical supervision and mandatory training.
- Perform general office duties and other duties as assigned.

## **PROFESSIONAL ACCOUNTABILITY**

### **Commitment to Core Values**

- Commit to uphold the following core values are fundamental to our work together and with the youth: compassion, flexibility, honesty, human worth, integrity, openness, respect, sense of humor, trust, valuing diversity, and the willingness and courage to engage, address and discuss differences.
- Commit to uphold JEDI (Justice, Equity, Diversity and Inclusion) principles and values.

### **Dependability / Reliability**

- Reports to work on time and informs appropriate staff when involved in other duties away from the agency.
- Provides advance notice in a timely manner for all scheduled leave.
- Maintains proper attendance requirements in compliance with agency policies.

### **Attitude and Flexibility**

- Exercises good judgment under various work situations.
- Adapts to changes in agency routines and issues.
- Maintains flexibility in completing tasks as required by the position.
- Exhibits positive daily work attitudes on a consistent basis.

### **Interpersonal Relations**

- Commit to uphold Justice, Equity, Diversity and Inclusion (JEDI) principles and values.
- Create a positive environment for all people in the organization by addressing issues of harassment, discrimination, or lack of respect immediately.
- Continue to pursue the development of cultural humility organization-wide.
- Documents challenging personnel and stakeholder situations in writing.
- Exhibits cooperation and courtesy while creating a positive public image for My Friend's Place and a productive work environment.

### **Quality / Quantity of Work**

- Understands and satisfactorily performs activities as assigned by the Facilities and Program Support Manager, Director of Programs and Executive Director.
- Ensures that all work is completed to highest quality professional standards.

### **Professional Leadership**

- Maintains a level of professional knowledge so as to function as a resource for all staff, volunteers, and community members for the agency's overall operation.

### **Experience, Education, & Qualifications**

- Candidates should have a genuine interest in supporting the mission of My Friend's Place by assisting and advancing the organization's facilities operations to ensure best practice service provision to youth and adults experiencing homelessness.
- Minimum one experience as a Facilities Maintenance/Custodian in a commercial building, or an equivalent combination of education and experience.
- Working knowledge of workplace safety and illness and injury prevention practices, including COVID-19 safety precautions.
- Experience with commercial building maintenance including: plumbing, light construction/repair, routine electrical, and preventative maintenance tasks.
- High school completion preferred.
- Computer literate.
- Current, valid California Driver's License with an acceptable driving record.
- Effective interpersonal communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Takes initiative to ensure a safe, clean, organized and efficient environment.
- This position is physically active and requires the ability to stand and/or sit for 2-3 hours, walk, climb stairs, lift 35+lbs reach, pull, push, carry, perform repetitive motions and routine work in outside environmental conditions and in un-air conditioned spaces.
- Availability for evening and weekend projects on occasion.

### **Requirements, Terms and Benefits**

- The Facilities and Program Support Assistant position is a full-time, non-exempt position reporting to the Facilities and Program Support Manager. Benefits include medical and dental insurance, vacation and sick leave, and 403b retirement plan.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, stand, walk, bend, lift and carry objects weighing 35+lbs, and drive.
- Job requires frequent verbal and written communication. Computer, telephone, copier, and fax use are required.

- The hiring process includes a pre-hire background check, including a criminal background check and DMV report.
- Must have access to adequate transportation and be insurable by the agency's insurance.

**TO APPLY:** Send your resume, cover letter and salary requirements to: Frank Babich, Facilities & Program Support Manager at [fbabich@myfriendsplace.org](mailto:fbabich@myfriendsplace.org) with the subject line: *Assistant Application*.

**EQUAL OPPORTUNITY EMPLOYER:**

My Friend's Place is an Equal Opportunity Employer. All qualified applicants are encouraged to apply for available employment to ensure our staff reflects the diversity of the young people served by My Friend's Place. Qualified applicants are considered for employment without regard to age, race, color, religion, national or ethnic origin, gender identity and/or expression, sexual orientation, status as a protected veteran, status as an individual with a disability, criminal history in accordance with the law, or any other legally protected characteristics.