

Holy Family Institute Journey of Hope Program Housekeeping Coordinator

Reports to: Lead Shift Supervisor of Journey of Hope Program

Hours: Position is full-Time, 40 hours/week. – Shift may vary and will be discussed at interview.

Position Overview:

The Housekeeping Coordinator will be responsible for overseeing housekeeping staff and cleaning, sanitizing, and maintaining residential buildings.

Final approval for hire will be done by the Project Officer of the Office of Refugee and Resettlement which is a sub-agency of the Department of Health and Human Services of the federal government.

Responsibilities:

- Plans staff coverage, in advance, to prevent over staffing.
- Train housekeeping staff in cleaning and sanitizing procedures
- Perform quality checks and walk through of all houses
- Provides on-the-spot direction and feedback to all staff
- Carries out administrative tasks as directed by Supervisor
- Provides Program Director with feedback about line staff's performance.
- Manages unanticipated events and crisis situations in a positive, constructive manner
- Maintains client confidentiality
- Demonstrates flexibility in schedule to accommodate morning and afternoon shifts, including some weekend days and attendance to weekly team meetings
- Tracks and orders cleaning supplies as needed
- Communicates with kitchen staff and leads about excess food waste
- Coordinate with laundry services
- Assist housekeepers with general cleaning and sanitizing tasks and services in assigned areas
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Qualifications:

Minimum high school diploma or equivalent and a minimum of 1 year of employment experience in verifiable childcare. Ability to put into practice all techniques of Crisis Intervention Prevention (as taught in pre-employment training) and demonstrated respect for client's rights and safety. PA Driver's License required; Act 33/34 and FBI clearances also required. Fluency in English and Spanish (speak, read, and write) preferred. EOE