

## LB Homes

### Housing Assistant

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**Department:** Assisted Living/Housing

**FLSA Status:** Non-Exempt

**Grade/Level:**

**Job Type:** Regular

**Work Schedule:**

Normal business hours and as needed to meet resident's and organization's needs.

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**Job Status:** Full Time

**Reports To:** Housing Manager

**Amount of Travel Required:** 5%

**Positions Supervised:** None

### POSITION SUMMARY

Assist those who are seeking information about housing options and moving into housing sites. Builds strong relationships with residents and family members. Identifies concerns with residents/family members and participates with staff to resolve them in a timely manner. Participates with Housing Manager for intake and referral management. Assumes responsibility for Housing Manager duties in his/her absence.

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### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

#### Essential Functions Statement(s)

- Schedule and manage personal services for all residents; participate in the coordinate program for new residents. Modify resident orientation program in response to customer feedback.
- Monitor cleanliness and conditions of the housing facilities. Collaborate with Housing Manager re: staff assignments and monitors for completion.
- Maintain excellent working relationship with care staff and be a liaison for residents and family members.
- Solicit feedback from residents, families, and staff regarding resident services.
- Inform responsible department heads of identified resident/family issues. Confirm appropriate and timely resolution of identified issues.
- Conduct tours of housing facilities to potential residents for the purpose of leasing units.
- Maintain records and data related to interviews, tours, and sales
- Follow up on all sales needs in a timely organized manner.
- Identify properties that are compatible with renter needs and financial resources.
- Maintain resident's emergency response systems (pendants, alarms, etc.)

- Coordinates resident move-in/move-outs with clinical staff as appropriate.
- Assure accuracy and distribute materials to facilitate new resident transition (i.e. resident handbooks, brochures, emergency procedures, etc.)
- Attend corporate and site staff meetings as requested.
- Maintain census, phone listing for housing sites.
- Maintain knowledge of current promotions and policies regarding payment and security practices.
- Collaborate with care staff to schedule care conferences with family and/or resident according to housing sites plan.
- Have working knowledge of site disaster plan and emergency preparedness for staff and residents. Conduct drills as assigned.
- Treat all residents with dignity, regardless of diagnosis and symptom progression.
- Treat all resident information as confidential.
- Provide customers with individualized attention as feasible to promote customer service.
- Accept comments and grievances as opportunities and collaborate with Housing Manager to investigate and address issues of concern. Prepare and submit reports to supervisors as necessary.
- Assist in the documentation and maintenance of accurate records as required by Housing Manager and by regulation.
- Other duties as assigned by Housing Manager.

## **POSITION QUALIFICATIONS**

### **Competency Statement(s)**

- Integrity – Always do what is right.
  - Compassion – Open your heart and show you care.
  - Dedication – LB Homes can count on you.
  - Team Work – Help each other make it happen.
  - Customer Service – Know the need and meet it.
- } LB Homes Core Values
- Accountability - Ability to accept responsibility and account for his/her actions.
  - Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
  - Communication, Oral - Ability to communicate effectively with others using the spoken word.
  - Communication, Written - Ability to communicate in writing clearly and concisely.
  - Conflict Resolution - Ability to deal with others in an antagonistic situation.
  - Customer Oriented - Ability to take care of the customers' needs while following company procedures.
  - Conflict Resolution – Ability to deal with others in an antagonistic situation.
  - Decision Making - Ability to make critical decisions while following company procedures.
  - Detail Oriented - Ability to pay attention to the minute details of a project or task.
  - Empathetic - Ability to appreciate and be sensitive to the feelings of others.
  - Enthusiastic – Ability to bring energy to the performance of a task.
  - Interpersonal - Ability to get along well with a variety of personalities and individuals.
  - Organized - Possessing the trait of being organized or following a systematic method of performing a

task.

- Relationship Building – Ability to effectively build relationships with customers and coworkers.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Sales Ability – Ability to use appropriate interpersonal styles and communicate methods of performing a task.
- Time Management – Ability to utilize the available time for organize and complete work within given deadlines.
- Motivation – Ability to inspire oneself and others to reach a goal and/or preform to the best of their ability.

## SKILLS & ABILITIES

**Education:** High School Graduate or General Education Degree (GED): Required

**Experience:** Two years of experience working with seniors preferred  
Sales experience preferred.

**Computer Skills:** Basic computer skills to document in software programs and Electronic Health Record used in the facility.

**Certifications & Licenses:** Current Driver's License required

## PHYSICAL DEMANDS

**N (Not Applicable)** Activity is not applicable to this position.  
**O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)  
**F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)  
**C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

### Physical Demands

Stand	F	<b>Lift/Carry</b> 10 lbs or less	F
Walk	F	11-20 lbs	F
Sit	O	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	N
Grasp	O	Over 100 lbs	N
Reach Outward	O		
Reach Above Shoulder	O	<b>Push/Pull</b>	
Speak	C	12 lbs or less	F
Climb	O	13-25 lbs	F
Crawl	N	26-40 lbs	O
Squat or Kneel	O	41-100 lbs	N
Bend	O		

**Other Physical Requirements**

- Vision (Distance, Color, Peripheral, Depth)
- Sense of Sound - Spoken word and alarms
- Sense of Smell
- Sense of Touch
- Ability to wear Personal Protective Equipment (PPE) - (eye, hearing, gloves)

**WORK ENVIRONMENT**

Residential assisted living housing sites for adults

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Supervisor  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.