

POSITION TITLE: Step Up Team Leader

DEPARTMENT: Step Up

STATUS: Non-Exempt

RATE: This position has a starting rate of \$21.86 per hour. This position is part of a union; wages are non-negotiable and set by the union's collective bargaining agreement.

ABOUT THE WHA:

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures! We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

ABOUT THE POSITION:

Under the direction of the Step-Up Program Instructor and the Assistant Coordinator, the StepUp Team Leader is responsible for assisting in supervising and coaching a team of employee trainees enrolled in a workforce training apprenticeship program. The Team Leader will provide guidance to apprentices learning skills primarily involving general cleaning, maintenance, and turnover of vacant apartments, and/or floor care, grounds maintenance and landscaping, snow removal, and other general facilities maintenance tasks. The Team Leader must be bilingual (English/Spanish), have a positive, upbeat, and patient personality, as well as excellent conflict resolution, time management, and coaching skills.

Hours of work are Monday through Friday, 8:00 a.m. through 4:30 p.m. with occasional overtime.

ESSENTIAL FUNCTIONS:

1. Works under the direction of the Assistant Coordinator to train and mentor participants in one of the Step-Up apprenticeship programs.
2. Operates equipment including, but not limited to, WHA vehicles, snow equipment, lawn cutting equipment, and power tools, which do not require a special license.
3. Performs grounds and facilities maintenance, cuts and rakes grass, performs snow/ice removal, landscaping and landscape design, floor care, and/or apartment unit turnover preparation.
4. Performs incidental minor repairs and preventive maintenance adjustments to small engines and hand tools that do not require the assistance of WHA vendors.
5. Strives to assure that projects are in conformance with WHA objectives, quality levels, timeliness and budget.
6. Performs similar job-related duties as assigned.

EDUCATION, SKILLS, AND EXPERIENCE:

1. High school diploma or equivalent.
2. Minimum of two (2) years' experience in a similar field. Knowledge of good safety practices (OSHA) preferred.
3. Ability to perform manual, labor-related tasks.
4. Ability to foster team building and to guide, coach, and lead a team with a positive attitude and excellent customer service.
5. Ability to understand and effectively give oral and written instructions. Ability to work with a diverse population of adults.
6. Ability to mediate conflict effectively and to remain calm in tense situations. Ability to be relied upon to be available for work.
7. Possess a valid, insurable driver's license.

To apply for consideration, please submit an application, resume, or cover letter to our hiring team at jobs@worcesterha.org

We consider all applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, gender identity and expression, marital or military status. We also provide reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act and applicable state and local law.