

THE DELORES PROJECT

Position:	Resident Assistant
Job Status:	PT/FT (4 eight-hour shifts), see shift information below
Pay Rate:	\$14.00- \$15.50 per hour plus overnight differential
Reports To:	Shelter Manager

The Delores Project is Denver's largest provider of overnight emergency and transitional shelter for unaccompanied adult women and transgender individuals who are experiencing homelessness. Our model of service is one of hospitality, respect and regard for the dignity of each guest.

The Resident Assistant works directly with our guests to ensure a safe, peaceful, secure environment and works to provide effective functioning of a 50+ bed shelter during evenings, overnights and weekend days. Please note that we are currently working to fill two positions; one four days a week overnight position (12:00-8:30am) and one four days a week evening position (4:30pm-12:00am). Please note in your cover letter which position you are most interested in, or if you are able to fill either shift.

What's in it for you?

- The opportunity to use your talents and life experience to support women and transgender individuals experiencing homelessness and help us capitalize on the accomplishments of The Delores Project;
- Being part of a much admired nonprofit that is committed to gender, racial, and class equity and advocates for homelessness solutions;
- The opportunity to work in partnership with a wide array of local private and public organizations;
- The opportunity to work with a supportive Board of Directors and a highly committed and tenured Resident Assistant staff;
- A competitive wage (relative to size of operating budget) and benefits package.

Primary Responsibilities:

- Perform intakes and orient new guests
- Respond to needs of guests and implement shelter policies in a consistent manner
- Complete all required shift paperwork and exchange pertinent information with other staff verbally and in staff communication log
- Conflict resolution and mediation between guests
- Supervise therapeutic shelter environment based on a trauma-informed model of service
- Prepare beds for new guests and perform basic housekeeping duties including occasional meal preparation and supervision of shelter chores
- Effectively supervise volunteers to ensure that they have a positive experience, and the needs of the program are met.
- Coordinate special activities for guests as assigned.
- Attend once-monthly Saturday morning Staff Meetings and trainings
- Occasionally assess guest's intoxication level of and obtain assistance when needed

- Regularly assess guest's safety to be in shelter and obtain medical or law enforcement assistance when necessary
- Other responsibilities as assigned by the Shelter Manager

Qualifications:

- A willingness to engage in continuous learning about anti-oppression and social justice issues
- Work or lived experience with communities of color, indigenous peoples, LGBTQ individuals and/or people experiencing homelessness is particularly valued
- A basic understanding of trauma informed care is valued
- Bachelor's Degree in Human Services or related field and/or two+ years direct human services experience
- Desire to serve women and transgender individuals experiencing poverty
- Ability to work effectively with other diverse staff members and with a shift partner
- Ability to communicate effectively with guests, staff, and volunteers verbally and in writing
- Ability to work with special populations including victims of trauma, those with chronic mental illness and/or substance abuse; de-escalation and crises intervention skills highly valued
- Bilingual- Spanish and/or ASL is preferred.
- Proficient knowledge of computer skills, including MS Office suite
- Able to successfully pass background checks.

Current Shifts Available: 2-3 shifts weekly

- Evening, 4:30pm-12:30am

Working Conditions:

This position works with and supports a residential environment to include walking, standing, sitting, lifting up to 50 pounds, carrying, pushing, pulling, bending, reaching, climbing, balancing, stooping, and kneeling. Work also includes manual dexterity for typing/operating computer, holding, grasping, and turning objects. Work also requires the ability to speak and use normal or aided vision or hearing. Other hazards may involve exposure to occasional loud noise, exposure to illness or unsanitary hygiene, and exposure to common household chemicals.

The Delores Project is an equal opportunity employer and dedicated to a policy of non-discrimination and equal opportunity for all employees and qualified applicants. People with disabilities, people of color, Hispanic/Latinx, indigenous people, and LGBTQ candidates are encouraged to apply.

To apply, email your resume and a cover letter as an MS Word or PDF attachment to Emily Wheeland, Program Director at emily@thedeloresproject.org

Only qualified candidates will be contacted for further exploration. Anticipated start date is ASAP.