

THE DELORES PROJECT

Position: Housing Assistant
Part/full Time: Full Time (40 hours/week)
Pay Range: Starting at \$15.00/hour
Report To: PSH Program Manager

The Delores Project is seeking a team member who is interested in working with a diverse group of people, including people of color, indigenous peoples, LGBTQ and people experiencing homelessness and disabilities. The Delores Project has been Denver's largest provider of safe, trauma-informed shelter services for unaccompanied women and transgender individuals experiencing homelessness. We recently broadened our programs to add 35 one-bedroom Permanent Supportive Housing (PSH) apartments to our organization. Our model of service is one of hospitality, respect, and regard for the dignity of each shelter guest and PSH resident.

Permanent Supportive Housing (PSH) is an evidence-based housing intervention that combines permanent subsidized housing with wrap-around supportive services for people experiencing homelessness, as well as other people with disabilities. Research has proven that supportive housing is a cost-effective solution to homelessness, particularly for people experiencing chronic homelessness. Study after study has shown that supportive housing not only resolves homelessness and increases housing stability, but also improves health and lowers public costs by reducing the use of publicly-funded crisis services, including shelters, hospitals, psychiatric centers, jails, and prisons.

The position of Housing Assistant will support the PSH program and work closely with the Housing Care Managers and Peer Care Managers. This position will be responsible for welcoming residents home each day, and working with the program team to ensure residents have the support that they need.

We are looking to increase our Housing Assistant staffing to cover the PSH front desk 24/7 and looking to hire people with a variety of availability, including possible overnight and weekend hours. Overnight hours include an additional wage differential.

What's in it for you?

- The opportunity to use your talents and life experience to support formerly homelessness individuals move into and thrive in our PSH apartments;
- Being part of a nonprofit organization regularly focused on teamwork, equity, inclusion, and personal and professional growth opportunities for all employees;
- Participation in trainings, committees, staff enrichment activities;
- A competitive wage and benefits package.

Primary Responsibilities:

- Greet and welcome residents and sign in all visitors
- Provide support to residents as needed (providing laundry tokens, answering questions, connecting them to their Care Managers, etc.)

- Answer all incoming calls and redirect them or keep messages
- Receive letters, packages etc. and distribute them
- Other program-related tasks as assigned

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 and people experiencing homelessness and/or poverty is particularly valued;
- Customer service experience;
- A good understanding of professional boundaries;
- Solid understanding of: strengths-based, trauma-informed and Housing First model of service; poverty/homelessness (especially as they pertain to individuals experiencing poverty);
- Strong communication and people skills;
- Good organizational and multi-tasking abilities;
- Intermediate computer skills, including MS Office suite;
- Demonstrate ability to work with people from diverse backgrounds and skills in a team-oriented work environment;
- Thrive in a dynamic environment;
- Successfully pass background check.

Working Conditions:

Work is performed primarily in an office setting and requires sitting for extended periods. However, this position works with and supports a residential environment to include walking, standing, lifting up to 30 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/Latino, indigenous people, and LGBTQ candidates are encouraged to apply.

To Apply

To apply, email your resume and a cover letter as an MS Word or PDF attachment to Ms. Paige Dennis, PSH Program Manager: paige@thedeloresproject.org.