



# The Delores Project

## **Position: Housing Assistant**

Pay Rate: \$18.00hr (plus an additional \$1.50hr differential between 12 and 8am)

Reports to: Supportive Housing Manager

Hours: Non-exempt,

The Delores Project provides safe, low-barrier shelter, housing, and personalized services for individuals experiencing homelessness and housing insecurity. We operate a 24-7 housing-focused shelter for unaccompanied adult women and transgender individuals experiencing homelessness and a 35-unit supportive housing community for people with a disability transitioning out of chronic homelessness. We approach our work from client-centered, strengths-based, harm-reduction, and trauma-informed models of service and care and treat all of our community members with respect and dignity.

## **Position Description**

Supportive Housing is an evidence-based housing intervention that combines permanent subsidized housing with wraparound 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 experience chronic homelessness. Studies have shown that supportive housing not only resolves homelessness and increases housing stability, but that it also improves health and lowers public costs by reducing the use of publicly-funded crisis services, including shelters, hospitals, psychiatric centers, jails, and prisons.

Housing Assistants (HA) play a valuable role at Delores, serving as front line team members in our Supportive Housing Program, greeting visitors and helping residents meet their basic needs. Thee HA position is idea for people who are self-driven, who work well with others but are happy to work many hours alone, and who are able to be supportive and non-judgmental of people from all backgrounds and identities.

## **What's in it for you?**

- The opportunity to support and champion individuals experiencing homelessness and poverty.
- A work environment that honors and celebrates the talents and life experiences each team member brings to the table.
- A workplace culture that is strengths-based and values belonging, transparency, empathy, and where we practice collaborative decision making whenever possible.
- A work environment focused on supporting the personal and professional growth of all team members, including ongoing safety and human service trainings as well as internal leadership development and anti-racism groups and discussions.
- The opportunity to work in partnership with a wide array of local private and public organizations.
- Working with a committed and tenured staff, leadership team, and Board of Directors.
- A competitive wage and awesome benefits package.

### **Primary Responsibilities**

- Greet and welcome residents and visitors and sign in and out all visitors;
- Provide support to residents as needed (providing laundry tokens, answering questions, connecting them to their Case Managers, etc.);
- Answer all incoming phone calls and redirect them or take messages;
- Receive letters, packages, etc. and distribute them to residents as necessary;
- Hourly building walks/ safety checks;
- Electronically log all shift activities and resident and/ or visitor incidents;
- Conflict resolution, mediation, and occasional de-escalation of residents;
- Coordinate life skills programming and/ or community engagement events for residents;
- Demonstrate healthy professional boundaries;
- Ongoing documentation of events during each shift;
- Monitor and manage any safety or security challenges;
- Other program-related tasks as assigned by program leadership.

### **Preferred Qualifications**

- Solid understanding of client-centered, strengths-based, trauma-informed, and housing-first models of service and care;
- Prior training in mental health first aid, traumatic brain injury, de-escalation, motivational interviewing, vicarious trauma, suicide prevention, harm reduction, crisis intervention, CPR, and/ or Narcan;
- Ability to work with special populations including victims of trauma, those with chronic mental health challenges, and/ or substance use issues;
- Two years' work or volunteer experience with communities of color, Indigenous peoples, LGBTQ individuals, and/ or those experience poverty and/ or homelessness;
- Ability and willingness to suspend judgement of other people's identities and life choices;
- Solid understanding of and commitment to professional boundaries and the ability to engage all individuals in a calm and consistent manner;
- Demonstrated ability to and interest in working with people from diverse backgrounds and skills in a team-oriented work environment;
- Minimum of two years' human services experience;
- Bilingual Spanish and/ or American Sign Language preferred;
- Ability to successfully pass background check.
- Outstanding verbal and written communication skills, organizational and problem-solving skills, ability to exercise initiative and decision-making, ability to work independently;

### **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.

### **Compensation**

This position starts at \$18.50 per hour. The Delores Project offers a generous benefits package which includes eleven paid holidays, PTO, medical/ dental/ vision/ life/ behavioral healthcare, an optional flex-spending account, and an optional Simple IRA with a 3% employer match.

**Hiring**

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 individuals, Indigenous people, and LGBTQ candidates are encouraged to apply.