



# The Delores Project

## **Position: Shelter Assistant**

Pay Rate: \$19.24 per hour (plus a \$1.50 overnight differential between 12am and 8am)

Reports to: Shelter Manager

## **About us**

At The Delores Project we provide safe, low-barrier shelter, housing, and personalized services for individuals experiencing homelessness and housing insecurity. On site at Arroyo Village we operate a 24-7 housing-focused shelter for unaccompanied adult women and transgender individuals experiencing homelessness as well as a 35-unit supportive housing apartment community for people with a disability who have transitioned out of chronic homelessness. We also provide community-based aftercare services for Delores community members who have transitioned from shelter into independent housing to help ensure their stability.

At Delores we work to ensure all individuals have the community of support and housing stability they need to reach their potential. We take pride in being a team that constantly strives to be the most inclusive and innovate service provider for those experiencing homelessness and poverty in the Denver-Metro area. We are client-centered and strengths-based in our approach and practice harm-reduction and a trauma-informed model care in all our programs. Our engagement with those we serve is rooted in our values of hospitality, respect, and dignity for each community member, whether they be staff, supportive housing resident, shelter guest, or volunteer. We are always looking for more people who are passionate about working with those we serve and who are curious, flexible, and mature, and who like to have fun and are open to continuous learning and growth in their work.

## **About the program**

At Delores Project our shelter is 24-7 and housing-focused. All guests are provided with an assigned bed, locked storage for their belongings, hygiene supplies, showers, laundry facilities, three meals and two snacks per day, housing-focused case management, and on-site behavioral healthcare. All guests are expected to participate in life skills programming and be actively working on a housing plan with their Rehousing Case Manager.

## **About the job**

Shelter Assistants (SA) play a valuable role at Delores, serving as front-line team members in our 24-7 shelter. SA staff work directly with our guests in teams of two to ensure a safe, peaceful, secure, and effectively functioning of our 60-bed shelter. SA staff manage all day-to-day shelter operations including but not limited to helping guests meet their basic needs, ensuring physical and psychological safety of the community, overseeing volunteers and meal prep/ service, basic housekeeping duties, de-escalation, conflict resolution among guests, etc.

## **Schedule**

We are currently seeking excited candidates for a full time Shelter Assistant position. We will also consider candidates who are seeking part-time employment and can work at least 2-3 of these shifts. The schedule is as follows:

Mondays: 8am-4:30pm

Wednesdays: 4pm-12:30am

Thursdays: 8am-12:30pm

Fridays: 4pm-12:30am

Saturdays: 4pm-12:30am

## **What Shelter Assistants do**

- Perform intakes and orient new guests to the community;
- Respond to the needs of guests and implement shelter policies and procedures in a consistent manner;
- Complete all required shift paperwork and exchange pertinent information with other staff verbally and in the electronic communication log;
- Conflict resolution, mediation, and occasional de-escalation between guests;
- Supervise therapeutic shelter environment based on low-barrier, strengths-based, harm reduction, trauma-informed models of service;
- Perform basic housekeeping duties including occasional meal preparation, supervision of shelter chores, and house laundry;
- Effectively support volunteers to ensure that they have a positive experience;
- Coordinate special activities for guests as assigned;
- Attend all monthly team meetings and assigned trainings;
- Respond to medical crisis and obtain assistance when needed
- Regularly assess guest's safety to be in shelter and obtain medical or law enforcement assistance when necessary;
- Practice healthy professional boundaries;
- Assist supportive housing staff with any crisis/ safety and security challenges;
- Other responsibilities as assigned by supervisors.

## **About you**

- You want the opportunity to support and champion individuals experiencing homelessness and poverty in your community.
- You want a work environment that honors and celebrates the talents and life experiences of each team member.
- You desire a workplace culture that values belonging, transparency, and empathy.
- You want supervisors who support the personal and professional growth of all team members.
- You want to spend your time in a community of people who approach their work through a social-justice and anti-racist lens.

- You appreciate a workplace where there is always opportunity for ongoing learning and where there is room for professional growth and advancement for those who desire it.
- You want a work schedule that compliments your life and responsibilities outside of work and a work culture that supports harmony between your personal and professional life.

**Qualifications that will help you be successful in this role**

- Lived experience in communities of color, Indigenous and/or LGBTQIA+ identity, lived experience of poverty and/ or homelessness (work or volunteer experience with these populations may substitute);
- High emotional intelligence and maturity, including an ability to communicate openly and honestly and address conflict with curiosity rather than judgement;
- The desire to work as part of team- to make decisions creatively and collaboratively and to act in the best interest of one another;
- Experience with, or desire to work with people who have been victims of trauma, those with chronic mental health challenges and/ or substance use disorders;
- Understanding of, or willingness to learn about, client-centered, strengths-based, trauma informed, and housing first models of service and care;
- Prior training in mental health first aid, de-escalation, vicarious trauma, harm reduction, and crisis intervention;
- An educational background in social work, social justice, counseling, gender or ethnic studies, human services, and/ or nonprofit management (customer service work with diverse communities may substitute);
- Ability to suspend judgement of other people’s identities and life choices;
- A belief in the importance of professional boundaries and an understanding of how to model and maintain them with people from diverse backgrounds;
- Ability to speak another language, ideally Spanish or American Sign Language;
- Comfort with, and confidence in working independently;
- Commitment to assuming best intent of others.

***Please note that all employees of The Delores Project must provide proof of full vaccination against COVID-19, or medical documentation exempting them from receiving the vaccine.***

**Working Conditions**

This position works with and supports a residential environment to include walking, standing, sitting, lifting up to 30 pounds, carrying, pushing, pulling, bending, reaching, balancing, stopping, and kneeling. Work also includes manual dexterity for typing/ operating a computer, holding, grasping, and turning objects. Work also requires the ability to speak and use normal or aided vision or hearing. Hazards may involve exposure to common household chemicals, occasional loud noises, and exposure to illness or unsanitary hygiene.

**Benefits**

The Delores Project offers a generous benefits package which includes eleven paid holidays, PTO, medical/ dental/ vision/ life/ behavioral healthcare insurance, an optional flex-spending account, partial-paid parental leave, and an optional Simple IRA with a 3% employer match.

**How to apply**

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, BIPOC individuals, Hispanic/ Latinx individuals, Indigenous people, and LGBTQIA+ candidates are strongly encouraged to apply.

**To apply**

Email your resume and cover letter to: Tera Bock, Shelter Manager, and Ariana Badran, Assistant Shelter Manager at [tera@thedeloresproject.org](mailto:tera@thedeloresproject.org) and [ariana@thedeloresproject.org](mailto:ariana@thedeloresproject.org). Please make note of your availability and desired number of hours.