



The Delores Project

Position: Housing Assistant

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

Reports to: Supportive Housing 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

Supportive Housing is an evidence-based housing intervention that combines permanent subsidized housing with wrap around support services for people with disabilities and/ or substance use disorders experiencing 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 publicly-funded crisis services, including shelters, hospitals, psychiatric centers, jails and prisons.

About the job

Housing Assistants (HA) play a valuable role at Delores, serving as front-line team members in our Supportive Housing Program. The primary responsibility of HAs is staffing the front desk at The Delores Apartments, greeting residents and checking in and out their visitors. As staff that is on-site 24-7, HAs help provide a sense of safety and security for residents and serve as a regular source of support, accountability, and encouragement. This position is ideal for people who are self-driven, value teamwork, are able to work independently, and can be supportive and non-judgmental of people from all backgrounds and identities who may have multiple barriers to stability.

Available positions:

Part-time Saturday and Sunday 8:00am-3:00pm

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What Housing Assistants do

- Greet and welcome residents and visitors;
- Provide accountability and support for residents to help them be good neighbors and involved community members;
- Provide essential resources for residents (bus tickets, laundry tokens, emergency food, etc.);
- Answer all organizational phone calls and redirect as necessary;
- Complete hourly building walks/ safety checks of the property;
- Electronically log all resident and/ or visitor incidences;
- Provide conflict resolution, mediation, and de-escalation of residents and visitors when necessary;
- Crisis management, including contacting emergency services to help maintain the health and safety of community members when necessary;
- Assist in coordination and planning of life skills programming and/ or community engagement events;
- Consistently demonstrate a positive, empathetic, helpful, and boundaried demeanor;
- Other program-related tasks as assigned.

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 the best intent of others.
- Must be fully vaccinated against COVID -19 and have the appropriate documentation.

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.