

## **Housing Program Assistant – 2<sup>nd</sup> Shift**

**Innovative, Multi-Service non-profit seeking energetic, creative, team-oriented individual to become part of our dynamic team**

### **Job Purpose:**

The Program Assistant is a member of the housing team and works with tenants of scattered site and same site programs providing day-to-day support of activities to meet goals. Provides additional supports to tenants of 55 and 45 Bartholomew Avenue supportive housing in group and community activities, as well as through creating a safe, secure environment.

### **Areas of Responsibility:**

1. Maintains a safe and secure environment for all tenants of 45-55 Bartholomew Avenue. Monitors camera feeds and reports issues to management.
2. Provides focused outreach to and assists tenants individually and in groups as determined by needs assessments and service plans, including assistance with daily living skills building, recovery and relapse prevention, employment and community involvement goals.
3. Assists tenants with health care involvement, access to nursing services and with medication supports.
4. Provides and supports recreational and other community interactions, including at the HOH Center for Community, for scattered site and same site tenants.
5. Assists tenants of same site housing with daily living activities such as meal preparation, care of apartments, and medication adherence.
6. Transports residents to, and supports them at, appointments; visits tenants in the hospital, or other programs.
7. Works to avert crisis; manages crisis and other emergency situations according to policy, training, and direction; involves on-call supervisory personnel; reports incidents thoroughly and in timely manner.
8. Communicates with team members, nurses and other staff interactions with tenants to assist with the coordination of care and support through team meetings, site log, contact notes, emails and voice mails, and in shift-change and care coordination meetings.
9. Supports tenant association activities.
10. Fosters communication between tenants and property management.
11. Provides services in a culturally competent manner and upholds elements of trauma sensitive care.
12. Supports the involvement of volunteers in the programs and maintains documentation of volunteers' time and donations.
13. Answers the telephone and door; takes deliveries for HOH evenings and weekends.
14. Maintains shift records, contact/progress notes, and other data collection tools as assigned.
15. Participates in care team, staff, resident and agency meetings and trainings as required.
16. Maintains confidentiality.
17. Serves as a flexible team member to provide additional services as needed.

### **Qualifications:**

Bachelor's degree and at least 1 year experience in human services, particularly in housing services or recovery/rehabilitation settings required. High school diploma/GED plus at least 2 years related experience can be substituted for this. Demonstrated knowledge, interest, & experience in services/issues related to HIV, homelessness, substance abuse/mental illness required. Demonstrated ability and experience engaging/supporting individuals and in crisis management required. Strong verbal and written communication and computer skills required. Ability to consistently attend staff meetings and trainings required. Valid driver's license, registered and insured motor vehicle and ability to lift and carry at least 25 pounds required. Fluency in Spanish and English preferred. Knowledge and proficiency in using computer applications, including standard Windows applications also required.

### **Work Schedule and Benefits**

1. Hourly position. 40 hours per week, second shift (12:30pm – 10:30pm).
2. Holiday coverage is expected.
3. Compensation: commensurate with experience.
4. Paid time off and medical/dental/disability/life benefits depending upon number of hours per week.

Send letter of interest & resume to: Mary Ellen Laskarzewski, Program Manager Housing Services, Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.

Email [melaskarzewski@handsonhartford.org](mailto:melaskarzewski@handsonhartford.org) no phone calls please. Closing date 07/6/2018. AA/EOE