141 Franklin Street Stamford, CT 06901
InspiricaCT.org

Inspirica, Inc.
Program Assistant, Residential Housing Programs (Per Diem)
Job Description

Location: Stamford, CT
Reports to: Director
FLSA Status: Non-exempt
Hours per week: varies
Salary: $17/hour

About Us
Inspirica is a mission-driven 501C3 organization dedicated to providing housing and comprehensive services to individuals and families experiencing homelessness. With multiple programs and diverse grant funding sources, we work to create sustainable solutions that empower our residents and strengthen our community.

Position Overview
The role of the Program Assistant is to be on site providing supervision of the program, assisting residents, and assisting the Director in their efforts to ensure that all Inspirica and program policies are being followed by our shelter guests.

Principal Roles, Responsibilities and Duties

- Having a physical presence at your work location to provide supervision of the facilities and residents during your entire shift.
- Maintaining a pleasant and professional manner when dealing with residents, guests, first responders and other Inspirica staff.
- Professionally answering the phone, taking detailed and specific messages and timely delivering them to their recipient.
- Being familiar with all Inspirica policies and the procedures of the house.
- Remaining aware, alert and focused on the premises, including its perimeter and its occupants.
- Ensuring all Residents, Guests and Contractors follow all rules and report any violations to your supervisor.
- Responding to residents' questions or concerns and/or elevating those questions or concerns to the appropriate party.
- Completing log-book entries describing activities while on shift and preparing client progress, incident and other reports as needed. All reports are to be clear, accurate and complete.
- Conducting hourly rounds of the program facilities to ensure the building is secure and that residents are complying with program rules.
- Between rounds, monitoring the security cameras for the facility.
- Once per shift, completing an inspection checklist to ensure the program space is safe, clean and well maintained.
- Assisting residents with various activities of daily living (ADLs) or chores.

- Help to maintain the staff offices, bathrooms and program common areas (vacuuming, mopping etc.)
- Identifying emergency situations and calling first responders and/or Director to ensure they are handled and reported appropriately.
- Attending staff meetings and meetings with Director as requested.
- Driving clients to appointments and classes as directed by supervisor.
- Escalating any issues of concern relating to the clients to the proper case manager and/or supervisor.

Education

- High School Diploma or equivalent.

Experience, Skills and Knowledge

- Possess basic customer service skills such active listening, empathy, problem-solving and communication.
- Driver's license and a good driving record.
- Be able to complete basic case management duties.
- Prior experience working with homeless, residential, mental health and/or addiction.
- Basic knowledge of Microsoft Office including Outlook and Word.
- Ability to deal with individuals with varying needs and challenges.
- Strong conflict resolution skills.