



Program Aide - Per Diem Permanent Housing

Position Overview

The role of the Program Aide is to be on site providing supervision of the program, assisting residents, and assisting the Director of Permanent Housing in his/her efforts to ensure that all Inspirica and program policies are being followed by our shelter guests.

Principal Roles, Responsibilities and Duties

Roles, responsibilities, and duties include, but are not limited to:

- 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 logbook 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, complete 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

Desired Experience, Skills, and Knowledge

- High School Diploma or equivalent.
- Possess basic customer service skills such active listening, empathy, problem-solving and communication.
- Driver 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, outlook, and Word
- Ability to deal with individuals with varying needs and challenges.
- Strong Conflict Resolution skills
- Must be able to prepare meals (if needed)
- Skill to enforce building rules in a professional manner, while avoiding conflicts and maintaining respectful boundaries
- Must be able to work efficiently and independently with little assistance on site.
- Must remain alert and focused throughout shift that includes overnight hours.
- Must be able to Deescalate and manage crises as they present themselves.
- Prepare communications, such as memos, emails, and incident reports.

Hours and Compensation

- Hourly Rate \$15.50 per hour

Candidates should submit resume, and cover letter by e-mail to the below email address, with **“Program Aide – Per Diem Permanent Housing”** in the subject line:

search@InspiricaCT.org

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