



## **Program Assistant - Family Housing**

### **Program Overview**

Inspirica residential programs require 24-hour staffing, 7 days a week. The Program Assistant reports directly to the Director/Manager of the Housing Program. Shifts may include holidays. The role of the Program Assistant is to be on site providing supervision of the housing program, supporting residents, and ensuring that all Inspirica and program policies are being followed.

### **Position Overview**

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

- Having a physical presence at your work location and providing supervision of the facilities and residents during your entire shift.
- Maintaining a pleasant and professional manner when dealing with residents, guests, first responders, volunteers, and other Inspirica staff.
- Completing logbook entries describing activities while on shift and prepare incident reports and other reports as needed. All reports are to be clear, accurate, and complete.
- Adhere to our Diversity, Equity, Inclusion and Belonging model.
- Professionally answering the phone, taking detailed and specific messages, and timely delivering them to their recipient.
- Familiarity and compliance with all Inspirica policies and the policies of the program
- 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.  
Monitoring and recording visitors to the building.
- Respond to residents' questions or concerns and/or elevate those questions or concerns to the appropriate party.
- Conducting hourly rounds of the program facilities to ensure the building is secure and that residents are complying with program rules. Monitor the security cameras for the facility throughout the shift.
- Assisting residents with various activities of daily living (ADLs) or chores.
- Maintain the staff offices, and building common areas (vacuuming, mopping etc.)
- Identify and de-escalate emergency situations and call first responders and/or the Director to ensure they are handled and reported appropriately.

- Assist in preparing meals with or for residents (program-specific, not required for all programs).
- Monitor client medication (program-specific, not required for all programs).
- Consistent and reliable attendance (including in inclement weather) as programs must be always supervised by staff who are familiar with the residents and the program.
- Transporting clients to appointments and classes as directed by the supervisor.
- Report immediately any issues of concern relating to the clients to the proper case manager, supervisor and/or Director.
- Require building rules to be followed in a professional manner, while avoiding conflicts or favoritism among residents, maintaining respectful boundaries.
- Assist with distributing donations, provide support for on-site events, and post flyers and other communications as needed.
- Prepare bedrooms for incoming residents to include light cleaning, providing linens and toiletries as required.
- Assist in duties related to discharging residents as needed.
- Complete required training by the organization.

### **Required Knowledge, Skills, and Experience**

- A valid driver's license and good driving record
- High School Diploma
- At least 1 year experience in social services (ideally with the homeless, mental health and/or substance abuse populations, or as a CNA).
- Professional and welcoming demeanor with the ability to interact respectfully with individuals with varying needs and challenges.
- Strong problem-solver.
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- Professional and welcoming demeanor with the ability to interact respectfully with individuals with varying needs and challenges.
- Strong problem-solver.
- Strong verbal and written communication skills are required.
- Basic knowledge of Microsoft Outlook and Word is required to complete reports.
- Team Player

### **Hours and Compensation**

**Part Time – Saturday's and Sunday's**

**Shift: 4:00PM to 12:00AM**

**\$16.00 to \$18.00 per hour**

Candidates should email resume, cover letter, and writing sample (in Word format) with Program Assistant Family Housing in the subject line to: [search@InspiricaCT.org](mailto:search@InspiricaCT.org)

***Inspirica is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including age, disability, race, religion, national origin, gender identity or expression, sexual orientation, marital status, veteran status, the presence of a non-job related handicap, or any other legally protected status.***