

Department: Women's Housing

Position: Per Diem – Program Aide

Classification: Hourly

Schedule: 11:00PM to 7:00AM

Salary: \$15.50 per hour

About Inspirica

Inspirica strives to end homelessness and housing insecurity by helping individuals and families achieve stability through support services and affordable housing. We are one of the largest providers of services to the homeless in Connecticut and the largest in Fairfield County.

In FY21, we housed over 500 adults and children in 12 residential facilities, including emergency shelters, transitional, deeply affordable, and permanent supportive housing, and rapid rehousing. Our support services are similarly comprehensive and include vocational training, workforce education, job placement, housing placement, job & housing retention support, early childhood & parenting services, children's services, health care, counseling, case management, and more. Additionally, we provide direct access to mental health, psychiatric and dental care, and substance abuse treatment through a network of strategic partnerships.

We are a results-oriented organization with a caring professional staff and dedicated volunteers who believe in individual human potential, personal accountability, and mutual respect.

Program Overview

Temporary Housing consists of the following programs:

Women's Housing

- Our Family Housing Program has two distinct components: an emergency shelter that provides housing and support services to approximately 17 families; and a transitional housing facility that provides housing and support services to approximately 25 families.

Position Overview

The role of the Program Aide is to be on site providing supervision of the program in order to assist residents, enforce the rules of the building, and assist the case manager in his/her efforts to ensure that all Inspirica policies and the policies of the program are being followed by all resident and employees

Specific Job Duties

- Maintain 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.
- Program Aides must remain aware, alert and focused on the premises, including its perimeter and its occupants.
- Program Aides must be familiar with all Inspirica policies and the procedures of the house.
- Ensure all Residents, Guests and Contractors follow all rules and report any violations to your supervisor.
- Professionally answer the phone, taking detailed and specific messages and timely delivering them to their recipient.
- Respond to residents' questions or concerns and/or elevate those questions or concerns to the appropriate party.
- Complete log book entries describing activities while on shift and prepare client progress, incident and other reports as needed. All reports are to be clear, accurate and complete.
- Conduct hourly rounds of the program facilities to ensure the building is secure and that residents are complying with program rules. Between rounds, monitor the security cameras for the facility.
- Assist residents with various activities of daily living (ADLs) or chores
- Assist with cleaning and preparing rooms as families/individuals transition in and out of shelter.
- Help maintain the staff offices, bathrooms and building common areas (vacuuming, mopping etc.)
- Program Aides will be responsible for identifying emergency situations and calling first responders and/or Director to ensure they are handled and reported appropriately.
- Attend staff meetings and meetings with Director as requested.
- Drive clients to appointments and classes as directed by supervisor.
- Escalate any issues of concern relating to the clients to the proper case manager and/or supervisor
- Expected to report into work during inclement weather.

Required Knowledge, Skills, and Experience

- At least 1 year social services experience (ideally with the homeless, mental health and/or substance abuse populations).
- Courteous and professional individual with the ability to deal with individuals with varying needs and challenges.
- When dealing with residents, first responders, and other Inspirica staff, must maintain a pleasant and friendly demeanor.
- Must have the ability to enforce the building rules in a professional manner, while avoiding conflicts or favoritism among residents, and maintaining respectful boundaries
- Willingness to perform all necessary duties during each shift.
- Strong problem-solver who enjoys multi-tasking.
- Strong verbal and written communication skills are required.
- Basic knowledge of Microsoft Outlook and Word are required to complete reports.

The ideal candidate will possess:

- High school diploma.
- Associates or Bachelor's Degree in Social Work or Psychology preferred

Candidates should email resume, cover letter, and writing sample (in Word format) with "Job Title" in the subject line to: 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.