

Job Posting: Front Desk Advocate

Overview: This role serves as the first point of contact for all persons entering the Albany Damien Center and performs essential front desk administrative duties, including answering phone calls, greeting clients, and overseeing the safety and security of the facility. The Front Desk Advocate's central goal is to provide our clients with outstanding customer service and support. As the 'face' of the organization, the successful candidate will be presentable and friendly, with excellent communication and people skills, have a talent for multi-tasking, and a trauma informed approach.

Status: Full Time, Hourly, Benefit Eligible **Reports to:** Housing Program Manager

Salary Range: \$20-22/hour

Qualifications:

1. High school diploma or GED equivalent.
2. A minimum of 2 years of training or experience in a similar role.
3. Superb written and verbal communication skills.
4. Excellent organizational and multi-tasking abilities.
5. Computer proficiency and experience answering multi-line phones.
6. Ability to establish and maintain professional boundaries with clients.
7. Ability to thrive in a flexible, fast-paced, and growth-oriented environment while maintaining a positive solution-oriented and client-centered approach.
8. Experience in crisis intervention and problem solving with the ability to diffuse situations without heightening conflict.
9. A sincere desire to be of assistance to those in need and of diverse backgrounds.

Responsibilities:

1. Provide outstanding customer service and support by delivering professional, helpful, high quality and trauma-informed assistance to each person who comes into the Damien Center. This includes but is not limited to: welcoming and greeting all members, tenants, staff, volunteers, and guests; answering and directing calls; triaging questions; and providing accurate resource information.
2. Assist the Housing Program Manager in the overall administration of the supportive housing program, such as conveying time-sensitive information to tenants and monitoring the safety and security of the building.
3. Maintain building security by following safety procedures and controlling access via the reception desk.
4. Empower guests and provide support and crisis intervention through trauma-informed care.
5. Maintain positive, supportive and respectful client relations.
6. Ability to accurately record information for required client and staff documentation while maintaining confidentiality.
7. Monitor client roster for due dates of required agency paperwork; call to the attention of the Community Health Worker or appropriate staff member. Contact Community Health Worker upon arrival of a new potential member.
8. Provide crisis intervention services and utilize verbal de-escalation techniques according agency Policies and Procedures. Notify supervisor and other managers in the event of any emergency.

Albany Damien Center

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9. Check Hixny daily for updated viral loads. Email primary worker and direct supervisor to inform them that the updated labs are available and need to be entered in the EHR systems.
10. Monitor the update tickler report in AIRS on a daily basis. Email the report to the designated supervisor if any updates are needed. Run an APR report in AWARDS on a weekly basis. Review the report for any errors and send it to the designated supervisor with findings.
11. Distribute and mail the agency calendar of events monthly.
12. Provide direction and assistance to front desk volunteers, as needed.
13. Sign for and notify appropriate staff upon receipt of package deliveries.
14. Follow policies and procedures in the event of a fire/smoke alarm being activated.
15. Support and grow the Damien Center Pharmacy Program and work to support members in reducing barriers to help each person achieve durable HIV Viral Load Suppression.
16. Support and participate in a culture of philanthropy by recognizing that fundraising efforts—including donor relations and organizational agency communication—include all staff and are essential to carry out the work and mission of the organization. Secure member stories and assist in fundraising efforts as requested by supervisor.
17. Fully engage in self-care to promote physical, emotional, and spiritual well-being.
18. Keep work area and lobby neat, clean and organized.
19. Attend full staff meetings and meet required 24 hours of annual training.
20. Other duties and special projects as assigned.

The Albany Damien Center's mission is to enhance the lives of people affected by HIV/AIDS in an affirming environment and to reduce new infections in the communities we serve. Our vision is a community where people with HIV/AIDS achieve their desired potential and are respected as coworkers, neighbors, and friends, while striving for an HIV free generation.

The Albany Damien Center is committed to building a culturally diverse staff and strongly encourages applications from minority candidates, women, persons from our LGBTQ community, persons living with HIV/AIDS, and persons formerly homeless.

To Apply: Please send 1) cover letter 2) resume and 3) list of three professional references to: careers@albanydamiencenter.org