

Job Posting - Front Desk Per Diem Shift Worker

If you are looking for a part time per diem position in which you will welcome visitors, assist tenants, and contribute to a positive and safe supportive housing environment, this is the opportunity you've been looking for! The Albany Damien Center is seeking the right person to join our Front Desk team to work occasional on-call shifts.

Overview: Responsible for the operation of the Madison Avenue Apartments during the day, evening, overnight and weekend shifts on an as needed basis in accordance with established rules and procedures and to provide comfort and hospitality to all permanent supportive housing tenants.

Reports to: Housing Program Manager **Status:** Per Diem, Non-Benefit Eligible

Qualifications:

1. Be able to work on-call hours during the day, evening, overnight and weekend shifts. Must be able to work a minimum of once every two months.
2. This position does not have a set schedule, but is on an 'as needed' basis to offer coverage for all shifts mentioned.
3. Be able to stay awake and alert for all shifts.
4. One-year relevant experience in paid or volunteer work in a social or human services position.
5. Experience answering phone calls and greeting clients and visitors in a dynamic and fast-paced setting.
6. Able to work in and grow our agency culture, in a diverse and multicultural setting, providing trauma-informed and harm reduction services to persons of diverse backgrounds.
7. Ability to self-manage with good communication and interpersonal skills.
8. Computer, e-mail, and data entry skills required.

Responsibilities:

1. Ensure that all shift responsibilities are met, including answering phones, assisting tenants and their guests, while keeping a logbook of visitors, deescalating crisis situations, and following procedures during incidents and emergencies. Notify supervisors in the event of an emergency.
2. Assist the Housing Program Manager in the overall administration of the supportive housing program.
3. Work a flexible schedule, **including shifts at least every 60 days**, to receive updates and additional training. Provide updated hours of availability to supervisor as needed.
4. Communicate housing and tenant needs to the Housing Program Manager and Housing Department. Demonstrate the ability to work as part of a team.
5. Communicate relevant information to fellow staff and community members with respect and consistency. Be knowledgeable and adherent to agency policies and procedures.

6. Maintain confidentiality and professional boundaries within agency guidelines, as well as with tenants and external service providers.
7. Provide direction and assistance to front desk volunteers and other agency volunteers, as needed.
8. Track member attendance in the Albany Damien Center's Electronic Health Records (EHR) system.
9. Log and distribute meal tickets for registered clients during designated times.
10. Keep workspace neat, clean and organized.
11. Provide crisis intervention services to all program tenants according to team service plans and on-call or other program procedures.
12. Monitor interior and exterior property, including grounds and residence floors. Ensure security of the building, including doors and windows, on all floors.
13. Coordinates with the Facilities Manager to ensure safety during inclement weather.
14. Fully engage in self-care to promote physical, emotional, and spiritual well-being.
15. Fully 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. Attend full staff meetings and meet required 24 hours of annual training
18. 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 Black & brown communities, women, persons from our LGBTQ+ community, persons living with HIV/AIDS, and persons who were formerly homeless.

To Apply: Please send 1) cover letter 2) resume and 3) list of three professional references by e-mail to careers@albanydamiencenter.org Applications will be accepted via e-mail and are encouraged to have all attachments. Continuous recruitment until position filled.

COVID-19 considerations: COVID-19 vaccination or approved exemption required.