

Position: Administrative Assistant for Housing

Status: Non-exempt, Part-time 20 hours per week

Salary: \$15.50 - \$17.50 per hour

Reports to: Director of Housing

About YWCA Central Carolinas:

YWCA Central Carolinas is on a mission to eliminate racism, empower women and promote peace, justice, freedom and dignity for all. Since 1902, YWCA has evolved to meet the needs of the surrounding community. Today, our programs include transitional housing, youth literacy programs, racial justice and advocacy work and a co-ed fitness center.

We provide transitional housing to women and families facing homelessness through our Women In Transition and Families Together programs. Our transitional housing programs provide safe, affordable housing and one-on-one support services to participants, helping them set and attain short-and long-term goals. The ultimate goals for transitional housing participants are securing permanent housing and improving financial stability.

Position Objectives:

Provides administrative support to the housing department through written and phone correspondence, data entry and presentation, volunteer coordination and support and other independent assignments as needed.

Duties and Responsibilities:

Maintains High Work Standards

- Sets and maintains high performance standards.
- Pays close attention to detail, accuracy and completeness.
- Shows concern for all aspects of the job and follows up on work outputs.
- Demonstrates knowledge and skills for general aspects of the job.
- Adheres to organizational policies and procedures, including consistent attendance and punctuality.
- Completes work in a timely and consistent manner.

Provides Administrative & Coordination Support

- Collects and screens all WIT program referrals. Schedules intake appointments for eligible applicants and confirms appointments 24 hours prior to scheduled time.
- Maintains Transitional Housing Resource Centers and WIT bulletin boards including postings and handouts assigning tasks to volunteers whenever possible.
- Manages 6-month and 12-month graduate spreadsheet. Oversees volunteer management of post-exit surveys by telephone and recording data.
- Maintains a database for addresses of WIT graduates.
- Maintains inventory of participant handbooks and welcome packets.
- Manage rent and late fee processing for the WIT program, completing timely deposit tickets and submitting to the finance department, along with room transfers and moves.
- Serves as HMIS administrator, collating data and reports as required by the county in conjunction with Director.

Collaborates with the Community

- Coordinates volunteer orientations and assignments based on their interest and abilities; supports ongoing cultivation and appreciation activities for volunteers, donors and community partners. Manages volunteer and workshop participation reporting to Philanthropy department and director.
- Creates flyers to promote program workshops and plans housing workshops and events, manages event registration and distributes reminders.

Provides Program & Facility Support

- Responds to all inquiry calls and emails on WIT inquiry line. Provides community resource referrals, as needed.

- Hosts WIT Referral Info sessions for community referral agencies (virtual and in-person).
- Provides tours of housing programs and assists with processing intake appointments, as needed.
- Distributes mail to WIT participants and processes return/forwarding mail for all exited participants.
- Manages donation of welcome package items and informs the Director when new supplies are needed.

Education and Experience:

High school diploma required; Associate's Degree or equivalent business courses/technical training preferred. Minimum of two years of office work experience required. Familiarity with Microsoft Office and proficient computer skills required. Prefer prior experience working with individuals experiencing homelessness in a residential setting. An AHA or Red Cross endorsed Adult/Child CPR, AED, First Aid certification is required and must be maintained while in this role.

Benefits:

- Dental Insurance
- Vision Insurance
- Life Insurance
- Short-term Disability Insurance
- 9 Paid Holidays and 2 Floater Holidays
- 403(b) Retirement
- YWCA Retirement Fund (7% contribution made on your behalf after 2 years of employment)
- Employee Assistance Program
- Free YWCA Fitness Center Employee Membership (discounted family membership available)

Physical Demands:

The physical requirements described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their job. Required certifications for the position may have stricter physical requirements and when those conflict with the job description, YWCA will follow the requirements in the certification.

While performing the duties of this job, the individual is regularly required to talk or hear. Specific vision abilities required by this job include close and distant vision needed for using a computer and monitoring and maintaining the safety of program participants. Frequently required to remain stationary while working at a computer and perform repetitive motion tasks that may include the wrists, hands, and/or fingers. Must be able to operate standard office equipment and keyboard. Frequently required to stand, walk, bend, stoop, kneel, crouch, push, pull, reach with hands and arms. Occasionally required to ascend or descend stairs for 3 residential floors in an emergency (up to 5 flights total). May occasionally need to lift and/or move up to 25 pounds. Must be emotionally fit to provide support for program participants on a daily basis.

Required to ensure the safety and well-being of individuals by acting decisively and compassionately in high-pressure situations, including, but not limited to: the fire alarm being sounded, inclement weather, building evacuations, shelter in place and other emergencies. Must be able to perform all physical requirements for emergency CPR, AED and First Aid.

Other Information:

Employment with YWCA Central Carolinas is contingent on successfully passing all of our pre-employment screenings, including but not limited to: a drug screening, reference checks, proof of certification (if applicable) and a background check. If applicable to the position, YWCA Central Carolinas employment may be contingent on a candidate meeting driver approval criterion as determined by motor vehicle record background check.

YWCA fully subscribes to the principles of equal employment opportunity and is committed to complying with all regulations under federal, state and local law. Recruiting and employment decisions are based on qualifications and capabilities to perform the essential functions of the job.

To apply, please go to our website: <https://ywcacentralcarolinas.org/work-with-us/>