

### 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, which operate as stepping stones between emergency housing and permanent housing, providing space for women and families to decompress from the constant state of stress and anxiety that accompanies housing instability while actively seeking permanent housing and financial stability. Women and families enter our transitional housing programs from various precarious housing situations: they may have been living in their car, with friends or family members, in a motel or in emergency shelters. YWCA's programs foster a safe space for participants to stabilize their lives so they can work towards the goals of attaining permanent housing and financial stability through participation in our comprehensive case management services.

### 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

#### Provides Administrative & Coordination Support

- Responds to and screens all housing inquiry crisis calls and WIT program referrals.
- 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.
- Manages rent and late fee processing for the WIT program, completing timely deposit tickets and submitting to finance, along with room transfers and moves.
- Serves as HMIS administrator, collating data and reports as required by the county in conjunction with Director of Housing.

#### 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.
- Plans and promotes housing workshops and events within housing programs, manages event registration and distributes reminders, helps team generate participation.

#### Provides Program & Facility Support

- Responds to all inquiry calls and emails on WIT inquiry line. Provides community resource referrals, as needed. Assists with scheduling of WIT intakes as needed.
- Assists with tours on orientations and 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

Minimum Associate's Degree or equivalent business courses/technical training required. Minimum of two years of office work experience and experience responding to high volume crisis calls required. Exceptional organization skills and comfortability with Google Workspace, Microsoft Office programs and astute at task

**Position: Administrative Assistant**

**Status:** Part-Time 20 hours, Non-Exempt

**Salary:** \$15.50 - \$17.50 per hour

**Reports to:** Director of Housing

management. Prefers prior experience working with individuals experiencing homelessness in a residential setting. Ability to de-escalate when needed and utilize critical thinking skills to prioritize concerns and ensure support and stability for participants. 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 Requirements**

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 three residential floors in an emergency (up to five floors 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/>