



Program Assistant **Full-time, Non-exempt**

Are you interested in making a difference in the lives of families facing homelessness? Are you searching for not just a job, but a calling? Door of Hope, a Christian, faith-based nonprofit that empowers families facing homelessness to transform their lives, is hiring a

Program Assistant to be part of our life-changing work.

The Program Assistant is responsible for empowering families to reach their goals primarily by offering support and encouragement in a variety of ways, and holding them accountable to case plans and the structure of the program. This position reports directly to the Transitional Housing Program Manager and works closely with the entire program team.

Schedule

- Monday-Friday; 40hours/week
- 3 evening shifts/week (generally 2-10:30pm)

Responsibilities

- Provide oversight at two of Door of Hope's Transitional Housing Sites
- Develop strong relationships with parents and children while maintaining appropriate boundaries
- Hold families accountable to following program structure as outlined in Resident Policy Manual
- Keep families on schedule and maintain order in the houses
- Organize and maintain supply rooms/closets; dispense supplies to families; manage inventory and purchase supplies as needed
- Grocery shop once per week for the sites; manage grocery expenses and use of EBT cards
- During the evening shift, oversee site specific functions
- Deliver items to different sites such as birthday cakes, mail, supplies, etc.
- Oversee family chores, laundry, and meal preparation
- Receive and host donors and volunteers
- Orient families to program schedules, procedures and activities
- Address complaints and help resolve inter-family conflicts
- Communicate any disruptions, conflicts or complaints to Program Manager in a professional and timely manner
- Ensure families are keeping rooms and facilities clean and free of unapproved items; conduct weekly room checks
- Participate in weekly staff and programs meetings on Monday afternoons; seek out and attend trainings that will foster growth and professional development
- Perform any other task necessary to support the mission of Door of Hope

Qualifications

- Bachelor's Degree in social work (complete or in progress) or equivalent social services experience preferred
- Bilingual in Spanish is preferred; strong communication skills are a must
- Experience working in a residential, group living setting preferred
- Driver's license required
- Detailed-oriented, self-starter, ability to work independently and as part of a team

- Must be relational and empathetic, but also possess the ability to challenge and confront unproductive behavior
- Must demonstrate maturity, sound judgement, and the ability to hold others accountable

Character (Do you embody Door of Hope's four core values?)

- **Christ-centered**, expressed through:
 - **Faith:** We have an active and personal relationship with Jesus Christ.
 - **Calling:** Out of a sense of calling, we go above and beyond to meet our mission.
 - **Character:** We demonstrate the character of Christ toward colleagues and families.
- **Empowering**, expressed through:
 - **Trust:** We trust one another, believe in one another, and give each other the freedom to take risks. (Mistakes are learning opportunities.)
 - **Accountability:** We nurture God-given strengths through coaching and accountability.
- **Holistic**, expressed through:
 - **Whole Person:** Our emotional, spiritual and personal well-being matter to one another.
 - **Whole Organization:** We are on one team with one mission. (We don't do silos.)
- **Relationship**, expressed through:
 - **Family:** We love, celebrate, and pray with one another.
 - **Reconciliation:** We manage conflict, practice vulnerability, and pursue diversity with honesty and grace.

To apply, send your resume and brief cover letter to jobs@doorofhope.us. In your cover letter, please explain 1) your understanding of Door of Hope's mission and faith-based nature and 2) why you are the perfect fit for this opening.