



Job Description

TITLE: Residential Program Assistant

DEPARTMENT: Residential

REPORTS TO: Residential Program Director

STATUS: Full-time/Non-Exempt

ORGANIZATION SPOTLIGHT:

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV, and homelessness by providing numerous supportive services that improve Housing, Health and Hope. As a bi-state agency with broad impact, we assist nearly 3,500 clients annually. On the heels of opening our innovative 3-acre \$40M Jefferson Ave. Campus, we are poised to expand our programming to improve service provision, while taking the organization to new heights.

WHAT WE ARE LOOKING FOR:

The ideal Residential Program Assistant will have experience with: leasing management software, processing payments, HUD rules and regulations, basic understanding of MS Office, file maintenance, and ledger reconciliation. The candidate must be organized, flexible, have great attention to detail, and be highly capable of meeting expectations. The successful candidate will pass a background check, drug test, and TB test.

WHAT YOU RECEIVE:

The opportunity to work in a diverse environment with staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that strives to eliminate obstacles for our clients. Benefits include highly competitive salary, health insurance, retirement savings and matching, mileage reimbursement, paid time off, and more!

MAJOR DUTIES AND RESPONSIBILITIES:

- Regular file management and clerical duties.
- Handle referral and oversee move-in process, including running background checks and ensuring all required documentation is completed in a timely manner.
- Review daily maintenance requests and manage requests in a software system.
- Enter all client rental payments and reconcile tenant ledgers
- Complete re-certifications, move-ins, move-outs, and work with interim clients.
- Generate balance/credit account/security deposit letters.
- Audit Residential files and ensure all operations are HUD compliant
- Keep client data updated in data system.
- Interact professionally with clients; some may be difficult or react emotionally.
- Maintain clients' status in SCOUT and Caseworthy
- Maintain the Residential Program waitlist



- Assist at the Residential properties with tenant meetings, summer camp, special events, and as needed.
- Assist Residential Program Director as needed.
- Retrieve and dispatch referrals to staff members daily
- Enter in check numbers into the agency database on a weekly basis and the first of the month
- Mail checks written on the first day of the month and weekly
- Assist Own Home Program Director as needed

WORKING CONDITIONS:

The Residential Program Assistant will require significant time training with their supervisor, which would take place during standard business hours 8:30 am to 5:00 pm Monday through Friday.

QUALIFICATIONS:

Minimum:

- High school diploma or equivalent.
- Experience in data entry.
- Computer and internet savvy.

SPECIFIC REQUIREMENTS:

- Two years of administrative/clerical experience working in a business office environment.
- Two years of college minimum; a degree is preferred.
- Excellent attention to detail, customer service, and written communication skills.
- Ability to prioritize tasks and juggle multiple assignments at once with little supervision.
- Desire to work with clients of various socioeconomic backgrounds.
- Understanding of issues pertaining to HIV/AIDS, homelessness, mental health, substance abuse and poverty.
- Advanced computer skills and proficiency in Microsoft Office Suite.
- Must possess a team mentality and be willing to embrace change.

PHYSICAL REQUIREMENTS

- The Residential Program Assistant will do a large part of their work sitting or standing at a computer, and must be able to spend extended periods of time typing and reading at a computer.
- The Program Assistant may need to lift, push, or pull items up to 25 pounds during their workday.

This job description in no way states or implies that these are the only duties the Residential Program Assistant will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment



to the position. DOORWAYS provides equal employment and social service opportunity to all regardless of race, color, sex, national origin, ability, gender, gender identity, gender expression or sexual orientation.

ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of **Residential Program Assistant** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that because of my employment, I may be exposed to the AIDS and Hepatitis B Viruses.

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself and such termination can be made without notice.

Date

Signature –Residential Program Assistant