

JOB DESCRIPTION

Position Title	Department	Reports To
Logistics and Volunteer Coordinator	Administration	Executive Director
Employment Status	FLSA Status	Effective Date
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	November 2022

About Project HAVEN

Project HAVEN is a new community collaborative between several private and non-profit organizations in Monroe County that was created to connect and strengthen the Greater Rochester community's continuum of housing options and supports that are available to individuals who are chronically homeless. Services provided to Project HAVEN's guests include: comprehensive case management, job training, access to community-based addiction recovery support and healthcare. Project HAVEN is an arm of the non-profit REACH Advocacy. REACH Advocacy's work is guided by the call to action that *housing is a human right*.

Mission Statement

The mission of Project HAVEN is to provide a multilevel continuum of safe and affordable housing accompanied with a comprehensive support services model that meets the needs of the most vulnerable members of the Greater Rochester community.

Position Summary

The Logistics and Volunteer Coordinator is a manager who works in collaboration with the Executive Director and other staff members to create and implement cost-effective processes and services to ensure the smooth and efficient operation of all Project HAVEN shelters, independent living houses and transitional houses. The Coordinator also leads efforts to secure and coordinate the acquisition and delivery of goods and services to all Project HAVEN sites. The Logistics and Volunteer Coordinator also oversees the screening and safe deployment of volunteers to Project HAVEN sites and events.

Compensation

\$52,000 per year

Essential Duties and Responsibilities

- Oversee purchasing for Project HAVEN sites and administrative offices
- Provide oversight and guidance to Shelter Managers to complete quarterly supplies inventory
- Provide a quarterly inventory report to the Executive Director and Project HAVEN Board
- Develop and implement an inventory tracking system for all Project HAVEN sites and administrative offices
- Maintain a secure and organized central supplies store at XX
- Coordinate and oversee meal distribution/delivery to the Barberry, University Avenue and

Willowbank sites

- Coordinate and oversee laundry duties at the Barberry, University Avenue and Willowbank sites
- Oversee donations (example: clothing, food, furniture) and ensure the fair distribution of supplies across all sites
- Work with the Executive Director to develop and implement a supplies request process to be used by all Project HAVEN sites and administrative office
- Manage the Amazon Wishlist
- Serve as a liaison between Project HAVEN and volunteer recruitment sites
- Work with Executive Director to develop volunteer recruiting materials
- Work with Executive Director to develop and implement a volunteer recruiting plan
- Create and implement a volunteer log for all Project HAVEN sites
- Supervise volunteers
- Perform occasional community outreach, as needed
- Other duties as assigned

Minimum Qualifications (Knowledge, Skills, and Abilities)

- Bachelor's degree
- 3+ years work experience in purchasing, logistics management, shelter management
- Experience using Microsoft Office tools
- Ability to work in-person
- Must have a valid and clean driver's license
- Ability to multitask; problem solve; prioritize; and work in a fast-paced and stressful environment
- Ability to lift up to 25 lbs
- Ability to sit and stand for long periods of time
- Provide a welcoming environment to guests, volunteers, donors and the general public
- Distribute donations fairly to all sites based on site staff request(s)
- Effective written, verbal and interpersonal communication

Preferred Qualifications

- Experience working in a social service field or with individuals experiencing homelessness
- Experience using ConstantContact, MailChimp or similar direct marketing software
- Bilingual skills (Spanish and English)
- Skills related to facility maintenance, repair, and/or security
- CPR certification
- Narcan trained

Work Environment

Project HAVEN shelters, independent living houses and transitional houses operate 24/7. The work itself demands compassion at the individual level and diligence regarding the personal security of all. This position requires an individual with keen knowledge of the population served; understands the mental, emotional, and physical health issues common within the population Project HAVEN serves; and is

able to manage difficult and challenging personalities.

Project HAVEN is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable. We offer competitive salaries and a wide range of benefits such as: medical, dental and vision insurance; a generous time off package along with paid holidays; a 403(b) retirement plan with an employer contribution; employer paid benefits such as life insurance, short and long-term disability and a flexible and friendly work environment.

How to Apply

Please email your cover letter, resume and contact information for three (3) professional references to haven@reachadvocacy.org. Please put in your subject line: Logistics and Volunteer Coordinator.

JOB DESCRIPTION

Position Title	Department	Reports To
Shelter Manager	Administration	Executive Director
Employment Status	FLSA Status	Effective Date
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	November 2022

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Mission Statement

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Position Summary

The Shelter Manager directs and coordinates services provided to guests, onsite visitors, service providers, support staff, volunteers and social workers as needed. The Shelter Manager is responsible for guests from intake to exit, with the primary focus of providing a bed at night and a peaceful, safe daytime environment for all Project HAVEN guests. Shelter Managers also work closely with the Logistics and Volunteer Coordinator to ensure sites have the supplies needed for smooth and efficient functioning as well as play a key role in ensuring food deliveries are done on-time and the laundry schedule is maintained.

Compensation

\$18-20/hour

Essential Duties and Responsibilities

- Oversee a shelter site with 4-50 beds for individuals who are chronically homeless and/or residing in a sober house and/or a survivor of human trafficking
- Create and implement standard work processes for Shelter Monitors and volunteers to complete intake for guests
- Ensure compliance with established NYS and OHS guidelines regarding facility standards and maintains a clean, safe environment for all guests and visitors
- Acquire and maintain adequate supplies (bedding, personal hygiene, etc.)
- Complete a shift log at the end of each shift; review shift log at the beginning of each shift
- Maintain documentation of all physical or verbal conflicts at the site and incidents where

emergency services were called

- Evaluate the work of Shelter Monitors and volunteers to ensure that services are of appropriate quality and that resources are used effectively
- Create and communicate Shelter Monitor shift assignments to meet site and individual needs
- Manage shift schedule, including shift call-outs
- Provide direct service and assistance to guests
- Conduct guest experience surveys
- Attend and actively participate in weekly on-site staff meetings
- Recruit, interview, hire, and train volunteers and Shelter Monitors
- Collaborate with HAVEN staff to develop training materials as needed
- Perform other duties as assigned

Minimum Qualifications (Knowledge, Skills, and Abilities)

- Experience working with individuals experiencing homelessness
- Demonstrated ability to supervise and lead peers
- Excellent interpersonal skills, especially in dealing with conflict and individuals in distress
- Ability to inspire and motivate others to perform well and accept constructive feedback from others, including peers
- Ability to delegate work assignments, set expectations
- Ability to keep information confidential
- Ability to work in-person
- Ability to work day, evening and night shifts
- Ability to multitask; problem solve; prioritize; and work in a fast-paced and stressful environment
- Ability to identify problems and resolve them in a timely manner
- Ability to lift up to 25lbs
- Demonstrated ability to supervise and lead the work of others.

Preferred Qualifications

- Experience in Social Work, Counseling, Psychology or other social service field
- Basic level computer skills to include keyboarding and data entry accuracy
- High School Diploma or Equivalent
- Crisis intervention training
- A valid and clean driver's license
- CPR Training

Work Environment

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able to manage difficult and challenging personalities.

Project HAVEN is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable. We offer competitive salaries and a flexible and friendly work environment.

How to Apply

Please email your cover letter, resume and contact information for three (3) professional references to haven@reachadvocacy.org. Please put in your subject line: Shelter Manager.

JOB DESCRIPTION

Position Title	Department	Reports To
Shelter Monitor	Administration	Shelter Manager
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	November 2022

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Mission Statement

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Position Summary

The Shelter Monitor works with the Shelter Manager to ensure all guests and visitors to a Project HAVEN site are provided with a safe, compassionate and clean environment. The Shelter Monitor serves as the in-charge staff person during any one of the shelter shifts, Monday through Friday and on weekends. The Shelter Monitor will also work on holidays and may cover for peers who may call out sick. Shelter Monitors ensure the safety and security of all guests and visitors. Flexibility, dependability, and being available on short notice are key to this position.

Compensation

\$16-17/hour

Essential Duties and Responsibilities

- Maintain documentation of all physical or verbal conflicts at the site and incidents where emergency services were called
- Provide direct service and assistance to guests
- Maintain a clean and safe environment for all guests
- Conduct guest experience surveys
- Attend and actively participate in weekly on-site staff meetings
- Perform other duties as assigned

Minimum Qualifications (Knowledge, Skills, and Abilities)

- Excellent interpersonal skills, especially in dealing with conflict and individuals in distress
- Ability to multitask; problem solve; prioritize; and work in a fast-paced and stressful environment
- Ability to inspire and motivate others to perform well and accept constructive feedback from others, including peers
- Must have an understanding or be willing to train and follow Project HAVEN's model of service
- Able to work and communicate effectively with individuals experiencing chronic homelessness, individuals in recovery and survivors of human trafficking
- Ability to keep information confidential
- Ability to work in-person
- Ability to work day, evening and night shifts
- Ability to identify problems and resolve them in a timely manner
- Ability to lift up to 25lbs
- Perform other duties as assigned

Preferred Qualifications

- Previous experience working with the populations served by Project HAVEN
- High School Diploma or Equivalent
- At least one year prior successful work experience in a social service field
- A valid and clean driver's license
- CPR certification
- Narcan trained

Work Environment

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How to Apply

Please email your cover letter, resume and contact information for three (3) professional references to haven@reachadvocacy.org. Please put in your subject line: Shelter Monitor.

JOB DESCRIPTION

Position Title	Department	Reports To
Administrative Assistant	Administration	Executive Director
Employment Status	FLSA Status	Effective Date
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	November 2022

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Position Summary

The Administrative Assistant provides administrative support to the Executive Director (ED) to ensure they can efficiently accomplish key tasks and meet organizational goals. The Administrative Assistant manages the Executive Director's daily calendar, including scheduling meetings, confirming appointments as well as managing the Executive Director's internal and external communications. The Administrative Assistant also serves as the office manager, offering polite and professional customer service.

Compensation

\$40,000 per year

Essential Duties and Responsibilities

Office management:

- Create and maintain a sign-in and sign-out log of all visitors to the ED's office
- Screen all visitors to the ED's office to determine the purpose of visit
- Create and maintain weekly schedule for Shelter Managers
- Create and maintain an inventory of office supplies; purchasing office supplies when necessary
- Copies, files, and edits business communication and correspondence; maintains confidentiality of secure and sensitive information
- Creates and maintains electronic and paper filing systems; continuously looks for opportunities to improve systems and/or processes to improve efficiency and productivity

- Effectively communicates in a clear, timely, consistent, and professional manner
- Travel to shelter sites, as necessary

Administrative duties:

- Maintain the ED's schedule and calendar, ensuring all appointments are scheduled and confirmed
- Book internal and external appointments and meetings, and coordinate meeting logistics
- Plan and coordinate in-person, virtual or hybrid meetings and webinars via Zoom, Microsoft Teams and/or other platforms
- Plans and coordinates logistics of in-person meetings and events including scheduling space, food and beverage purchases, securing equipment and supplies, preparation and submission of required meeting materials and coordination with event venue
- Prepares print and electronic materials as requested for appointments and meetings
- Schedules transportation and lodging for out of town meetings and conferences
- Manages information updates in contact management database
- Communicates with internal and external stakeholders; assists with creating meeting agendas, attending meetings, taking and transmitting notes/meeting minutes and ensuring follow through on action items and next steps
- Builds relationships and communicates frequently with internal and external stakeholders
- Drafts original materials as needed including memoranda and correspondence

Basic accounting:

- Process and maintain tracking systems for purchase orders and accounts payable for Project HAVEN related initiatives and events
- Review and approve bi-weekly timesheets for Shelter Managers
- Maintain budget tracking spreadsheet to track spending in the ED's office
- Performs other duties as assigned

Minimum Qualifications (Knowledge, Skills, and Abilities)

- Bachelor's degree or equivalent experience
- 3+ years as an Administrative Assistant, Executive Assistant or Office Manager
- Ability to work in-person and remotely
- Must have a valid and clean driver's license
- Ability to multitask; problem solve; prioritize; and work in a fast-paced and stressful environment
- Ability to lift up to 25 lbs
- Ability to sit and stand for long periods of time

Preferred Qualifications

- Experience working in a social service field or with individuals experiencing homelessness
- Experience using Quickbooks or other accounting software
- Experience with payroll processing

Work Environment

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How to Apply

Please email your cover letter, resume and contact information for three (3) professional references to haven@reachadvocacy.org. Please put in your subject line: Administrative Assistant.

JOB DESCRIPTION

Position Title	Department	Reports to
Social Worker	Social Services	Executive Director
Employment Status	FLSA Status	Effective Date
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	November 2022

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Mission Statement

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Position Summary

Project HAVEN's social work team provides direct and compassionate case management services and advocacy to shelter guests – all of whom can be described as experiencing chronic homelessness and many of whom suffer from mental illness and/or substance abuse. The Project HAVEN social worker works closely with team members to support chronically homeless individuals from intake to exit and beyond. The social worker ensures that guests have access to established community resources and resources to help them to achieve individualized goals. This position is in-person,

Compensation

\$48,000 - \$52,000/year

Essential Duties and Responsibilities

The essential functions and responsibilities of the Social Worker include, but are not limited to the following:

- Provide compassionate, patient, and dignified service to all guests who are chronically homeless and many of whom are managing mental illness and/or suffer from substance abuse; some of whom may be survivors of human trafficking
- Complete intake and initial assessments for individuals entering the shelter using organizational tools (e.g. HMIS)
- With guest, develop Individualized Living Plans (ILPs) that are person-centered and establish a timeline for periodic check-in with guests

- Assess the strengths, needs, and goals of each individual guest
- Assess and identify the wants and needs of guests and utilize established community connections to identify and prioritize referrals that promote independence and self-sufficiency
- In collaboration with guest, complete the Ladder of Change assessment
- Connect shelter guests with healthcare, mental health and other community providers to ensure guest's physical and mental health well-being is maintained
- Provide continual and persistent advocacy for guests to ensure they can access and receive identified resources and services
- Troubleshoot immediate issues to be addressed related to direct service/advocacy for guests including assisting in scheduling appointments; arranging needed transportation; completing applications and referrals for financial assistance, housing, medical, mental health, substance abuse treatment and other resources
- Transport guests to appointments and meetings as necessary
- Advocate for and assist guests during appointments
- Identify and engage with guests' natural and community supports
- Provide crisis and addiction counseling as needed
- Report all safety concerns or threats to the Executive Director in a timely manner
- Participate in on-call duty rotations
- Actively participate in case conferences, team meetings, and staff meetings
- As needed, develop and conduct any staff trainings that require social work expertise
- Performs other duties as assigned

Minimum Qualifications (Knowledge, Skills, and Abilities)

- Bachelor's degree in Social Work, Psychology, Counseling or other applicable field
- Three (3) or more years of relevant social work/case management/counseling experience
- Experience with and knowledge of homelessness, serious mental illness, substance abuse, poverty, and trauma
- Strong ability to advocate for guests consistently and convincingly
- Firm knowledge of community resources related to housing, healthcare, mental health, and substance abuse treatment
- Commitment to the concepts of harm reduction, person-centered service, and compassionate care
- Excellent interpersonal and listening skills
- Excellent written and verbal skills
- Experience documenting case notes
- Work well in a team environment
- Ability to work in-person
- Ability to work well with outside providers and agencies
- Ability to walk up stairs; sit and stand for extended periods of time
- Ability to lift at least 25 lbs
- Must have a valid and clean drivers license

Preferred Qualifications

- Master's degree
- Credentialed Alcohol and Substance Abuse Counselor (CASAC) certification
- CPR certification
- Narcan trained
- Experience using trauma informed care
- Experience using motivational interviewing

Work Environment

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