

<p>Organization Summary</p>	<p>Family Promise of Colorado Springs is dedicated to serving families with children experiencing housing instability. We offer a full continuum of services which include homeless prevention and diversion, shelter, transitional housing, and home-ownership opportunity.</p> <ul style="list-style-type: none"> • Heart in Home – Homelessness Prevention and Shelter Diversion program. Family Promise works with families at risk of housing loss to stabilize in their existing housing. When housing is unsustainable, Family Promise works with families to identify options for temporary housing outside of shelter, and then works to rapidly resolve their housing instability. • New promise Family Shelter – Same day emergency shelter for families with children 18 and under. • Interfaith Hospitality Network – Family Promise’s core program for the past 22 years. This is currently a network of 30+ local congregations in the Colorado Springs area which utilize space in their facilities as temporary shelter families experiencing homelessness admitted to the IHN Family Shelter program. • Community Care Transitional Housing – Transitional Housing program which provides up to 6 months of stable housing to families successfully completing the IHN Program and who need longer support to obtain permanent, affordable housing.
<p>Position Hours & Benefits</p>	<ul style="list-style-type: none"> • Part Time – 25-30 hours/week • Hourly – Non-exempt • \$14-\$16/hour DOE + Paid Time Off/Sick Time
<p>Primary Function</p> <ul style="list-style-type: none"> • Why does this position exist? 	<ul style="list-style-type: none"> • To directly support the families entering and staying at the New Promise Family Shelter.
<p>Working Relationships</p> <ul style="list-style-type: none"> • Reports to whom? • Works with whom? 	<ul style="list-style-type: none"> • Reports to the Director of Operations • Partners with Family Services Managers and Safety & Security Techs to support the families staying at New Promise Family Shelter
<p>Principal Duties & Responsibilities</p> <ul style="list-style-type: none"> ▪ Essential job functions ▪ Primary day-to-day responsibilities & activities of the position. 	<ul style="list-style-type: none"> • Receive new guests, complete intake paperwork, create proper family files and orient new guests to Family Promise. • Gives emotional support and connects guests to Family Services Managers and other service providers. • Monitors and supervises shelter and guest affairs/activities, assists guests with needs and questions and maintains shelter order to ensure the safety of clients, volunteers and staff. • Perform general administrative functions such as noting within the communication log, answering the phone, distribution of client mail and responding to in-person inquiries in a professional manner. • Provide appropriate information and referrals for those who need other resources. • Maintain tidiness and cleanliness of the facility – including reception area, kitchen and activity areas. • Distribute any extra items needed such as clean bedding and care package items. • Enforce shelter policies and follows staff policies and procedures. • Provide crisis intervention as needed, including determining when it is necessary to involve other staff, administration or the authorities. • Maintain written and oral communication of incidents in accordance with policies. • Report any problems to Family Services Managers, Facility Manager, Director of Operations, and/or Chief Executive Officer • Attend staff meetings and participates in activities designated by the Director of Operations and/or Chief Executive Officer. • Other duties as may be assigned by the Director of Operations and/or Chief Executive Officer

<p>Work Environment</p> <ul style="list-style-type: none"> Working conditions including physical requirements, equipment used, time constraints, public contact, etc. 	<ul style="list-style-type: none"> We are a workplace which believes in and promotes healthy work-life balance. First contact with public coming into reception area Job requires working variable schedule. Occasional lifting of materials of up to 30 pounds is necessary.
<p>Qualifications</p> <ul style="list-style-type: none"> Minimum education and/or experience required to perform the job. Specific skills necessary/desired 	<p>Education & Experience</p> <ul style="list-style-type: none"> High School Diploma or equivalent plus 1 year relevant experience. <p>Other Qualifications</p> <ul style="list-style-type: none"> Ability to pass a criminal background check. Current valid driver's license and dependable vehicle (with current registration and insurance). Strong computer competence required with proficiency in Microsoft Office applications. <p>Specific skills necessary/desired</p> <ul style="list-style-type: none"> Operates with professionalism, authenticity, and integrity. Beneficial to have experience providing trauma informed care and understanding of barriers and issues with families and children experiencing housing instability face in El Paso County. Must have positive and energetic personality and operate with professionalism, authenticity, and integrity. Desire to serve families with children experiencing housing instability. Ability to suspend one's own judgement about other's life circumstances and choices. Ability to communicate effectively with guests, staff, and volunteers verbally and in writing. Ability to work with special populations including victims of trauma, those with chronic mental illness and/or substance abuse; de-escalation and crisis intervention skills highly valued. Experience, competence, and sensitivity to connect effectively and work well with families in crisis. Able to work independently, as well as effectively within a team. Must be able to work well with families, colleagues, board members, volunteers, and collaborating agencies. Detail oriented and able to execute projects in a fast-paced, often pressured environment. Ability to work cooperatively with Family Promise staff and form strong partnerships with outside agencies. Willing to comply with the Family Promise confidentiality policy as outlined in employee manual. Must be comfortable providing services to all families with children, regardless of their personal backgrounds and beliefs, and be comfortable working in collaboration with faith-based organizations.
<p>To Apply</p>	<p>Please submit cover letter and resume to:</p> <ul style="list-style-type: none"> Mail: Family Promise of Colorado Springs 519 North Tejon Street Colorado Springs, CO 80903 Email: crystal@familypromisecos.org (Family Support Specialist in subject line) Fax: (719) 329-1288 <p>This position will be filled as soon as a qualified candidate is identified. Due to limited staffing resources, we are unable to respond to phone inquiries. This job announcement is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.</p> <p><i>Family Promise of Colorado Springs is an equal opportunity employer, drug-free workplace, and seeks a diverse pool of applicants.</i></p>