

# Bilingual Housing Program Assistant

## United Way of Weld County

### ORGANIZATION OVERVIEW

Through the vision and support of United Way donors and volunteers, together we are building a better Weld County, one where:

- children are reading to learn by the start of fourth grade
- youth are working at good jobs by age 25
- families have stable housing
- older adults are aging well and
- people are connecting to the help they need.

### OVERVIEW

The Housing Navigation Center (HNC) is a physical location where those experiencing homelessness receive support to regain housing and those at risk of homelessness are prevented from losing their housing. As part of Weld's Way Home, Weld County's initiative to address and prevent homelessness, the HNC provides clear access to housing services ranging from homelessness prevention to temporary cold weather shelter.

The Bilingual Housing Program Assistant supports housing coordinators and other specialist roles at the HNC. This position is also responsible for brokering community housing solution resources with guests, conducting assessments when needed, general administrative tasks, and maintaining cleanliness of the Center. The position maintains professional relationships and clear communication with guests receiving services and community agencies providing services. The position requires regular direct services and careful documentation in the Homeless Management Information System (HMIS) to track guest progress, with the goal of securing permanent housing.

### KEY RESPONSIBILITIES

- Utilize trauma-informed care, person centered, and culturally competent principles when working with guests
- Greet guests when they enter the HNC, ensuring that they sign in and are assisted appropriately; making necessary and appropriate community and in-house referrals and appointments
- Answer phones and refer callers to appropriate in-house staff and/or community agencies; setting up appointments when necessary
- Assist with intakes and assessments when needed, as a support to housing coordinators
- Enter daily services into HMIS
- Assist guests in vital document readiness for housing
- Perform routine administrative tasks
- De-escalate and mitigate any conflicts or concerns with guests
- Monitor and maintain the day shelter space to ensure proper utilization of services for guests
- Maintain the cleanliness, organization, and professionalism of the Housing Navigation Center

814 9th Street - Greeley  
PO Box 1944 - Greeley, CO 80632  
970-353-4300  
UWWC@UnitedWay-Weld.org  
www.UnitedWay-Weld.org



- Assist with regular HNC operations as needed, including occasional evening hours to assist guests at the overnight cold weather shelter, and potential weekend hours in the event of expanded day shelter coverage due to extreme weather

#### *United Way of Weld County General*

- Support and promote the mission, values, goals and objectives of United Way, including representing United Way in professional organizations and the community (as assigned).
- Support fundraising efforts of United Way and activities that support United Way.
- Support United Way annual events, disaster response, and other activities as assigned.
- Participate in staff meetings and in service opportunities.
- Contribute to organizational promotions including writing promotional copy, proofreading informational and campaign materials, participation in outreach, etc.
- Other duties as assigned.

### **UNITED WAY WORLDWIDE CORE COMPETENCIES FOR ALL STAFF**

- **Mission-Focused:** Catalyze others' commitment to mission to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

### **ESSENTIAL SKILLS**

- Bi-lingual English/Spanish
- Excellent customer service and phone skills
- Organizational skills, detail-oriented, attention to deadlines
- Self-motivated; proven excellent performance standards and quality of work
- Effective interpersonal communication skills including written and one-on-one conversations
- Ability to multi-task with constantly changing priorities and excellent follow-through
- Ability to work independently and as a team player
- Ability and desire to work with people from various backgrounds and/or limited English capabilities

### **EDUCATION/EXPERIENCE REQUIREMENTS**

- High school diploma or equivalent

### **POSITION INFORMATION**

- Full-time (40 hours) non-exempt
- Pay Range: \$15.60 - \$17.22 per hour
  - Plus \$.48 per hour Spanish speaking differential

- Supervisory duties: None
- Reports to: Lead Housing Program Assistant
- Location: Greeley, CO
- Eligible for remote work: No
- Background check required

## **BENEFITS**

- Insurance options include voluntary medical, dental, vision, and supplemental insurance, as well as automatic life insurance, and an available FSA plan.
- The leave plan includes vacation, sick, parental leave, short-term disability, and at least 14 paid holidays.
- The retirement plan is open to all employees after one year, and the employer contribution is determined by the Board of Directors.

## **EQUAL OPPORTUNITY EMPLOYMENT STATEMENT**

United Way of Weld County is an Equal Opportunity Employer and conducts its recruitment and hiring based solely upon job-related qualifications, without regard to race, color, religion, age, sex, national origin, sexual orientation, disability or veteran status.

## **APPLICATION INSTRUCTIONS**

Please visit our website at <https://www.unitedway-weld.org/careers> to view the full job description and application instructions. Applications submitted through any online job boards will not be reviewed.

Send resume and cover letter to Jenny Shaw, Housing Navigation Center Director, [jshaw@unitedway-weld.org](mailto:jshaw@unitedway-weld.org). Review of applications will begin immediately and will continue until position is filled.