



SAINT FRANCIS CENTER

Employment Contact
Applications@SFCDenver.org
www.SFCDenver.org

St. Francis Center (SFC), a ministry of the Episcopal Diocese of Colorado, was established in June 1983. SFC is a refuge for men and women who are homeless in the metro Denver area. Our programs and services are tailored toward adult women and men, and focus on daytime shelter, social services, health and wellness, housing, employment, and outreach. At SFC, "guests" have the opportunity to work with a variety of specialists, depending on their individual needs, which is often the first step toward transformation and ultimately self-sufficiency.

We are currently looking for a **Front Desk Attendant – Warren Residences**. This is a Full-Time, non-exempt position eligible for an excellent benefit package as outlined below.

POSITION OVERVIEW

The Front Desk Attendant will provide a physical presence in order to assist residents, enforce the rules of the building and to support the property manager in his/her efforts to ensure the property complies with all legal requirements. This position will collaborate with the property management team and the supportive services team to create a welcoming, trauma-informed care environment.

PRIMARY RESPONSIBILITIES (*Other duties may be assigned*)

- Provide a courteous, physical presence at the front desk at Warren Residences in a manner that builds trust in the community. Staff must remain awake and on site throughout their shift.
- Monitor visitors to the building including but not limited to requesting ID from visitors, manage visitor log; oversees residents pick up and escort their visitors in and out of the building
- Ensure residents follow all rules and escalating any lease violations to the Property Manager.
- Respond to residents questions or concerns or elevating those questions or concerns to the Property Manager and/or Care Manager(s) when needed.
- Answer the property telephone and forwarding calls/information to either the Property Manager or Case Managers as appropriate.
- Conduct hourly rounds of the property to ensure that the building is secure including monitoring security cameras at the front desk.
- Complete an inspection checklist to ensure the property is safe, clean and well maintained during each shift.
- Keep Communications Log current, informative and professional. Complete incident and other reports as needed.
- Respond to fire alarms and other emergencies. Responsible for calling first responders or Property Manager/On-call Maintenance to ensure urgent situations are handled and reported appropriately.
- Attend staff meetings and meeting with supervisors as requested.

EDUCATION (MINIMUM REQUIREMENTS)

- High School Diploma or GED

KNOWLEDGE, SKILLS, AND EXPERIENCE

- 1 – 3 years of experience in an equivalent role or position
- Thorough understanding, appreciation and commitment to the mission and philosophy of St. Francis Center and the Permanent Supportive Housing model.
- Understanding and compassion for very low-income individuals transitioning out of homelessness.

- Knowledge and experience in crisis prevention, intervention and resolution techniques and ability to match such techniques to particular circumstances.
- Ability to communicate effectively including skilled in conflict mediation, de-escalation and negotiation.
- Excellent customer service skills and ability to multi-task.
- Ability to demonstrate clear, professional boundaries.
- Ability to work in a team environment.
- Experience in Harm Reduction, Trauma-informed Care, Mental Health First Aid, CPR, Overdose prevention, etc., desired but not required.

COMPENSATION AND BENEFITS

\$17.45 to \$21.81/hour

This is a full-time, non-exempt position, Monday through Friday, with occasional Saturday or Sunday shift. The position is eligible for a robust benefits package including:

Employer-paid health insurance with an HRA plan

Employer-paid dental insurance

Employer-paid life insurance after 1 year of employment

Robust pension plan after 1 year (5% plus a dollar-for-dollar match of contributions up to 4% of earnings)

Generous Employer-paid sick/vacation leave

How To Apply:

Qualified persons may apply by sending a cover letter, résumé, and three references to Saint Francis Center at Applications@sfcdenver.org or susanv@sfcdenver.org. Résumés without a cover letter will not be considered. Invitations for interviews will be extended upon review of qualified candidates until the position is filled.

St. Francis Center is an Equal Opportunity employer and strives to create a more just, diverse, equitable, and inclusive society for our community members who experience homelessness and turn to us for refuge. This begins with how we serve our guests and residents as well as how staff, volunteers, and board members treat each other. SFC acknowledges that, as a community, we can always do better by learning from the past and by celebrating and including all voices. SFC commits to learning and growing as we consistently strive for a more equitable and inclusive society.