Assistant Cook

Position summary:
HELP USA is seeking an Assistant Cook to join the food services team at one of our transitional, shelter housing sites. Reporting to the Food Services Supervisor, you will be responsible for helping with food preparation, food service, and kitchen cleanliness. You will also keep daily meal count records as well as accurate inventory records. Additionally, when the Food Services Supervisor is absent, you will serve as cook.

Qualifications:
• High School Diploma or equivalent required.
• Food Handlers License required.
• Three years related work experience preferred.

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<th>Site (location)</th>
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<tbody>
<tr>
<td>Morris Day Care (Bronx)</td>
<td>Shaniquia Vernon-Phoenix</td>
<td><a href="mailto:sphoneix@helpusa.org">sphoneix@helpusa.org</a></td>
</tr>
</tbody>
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Assistant Executive Director

Position summary:
HELP USA is looking for an Assistant Executive Director for one of our DHS-funded family shelters. In addition to providing temporary housing for families, the facilities provide early childhood education and childcare services as well as healthcare services. Reporting to the facility’s Executive Director, you’ll be responsible for the overall development and management of all direct social service programs. Additionally, in the absence of the Executive Director, you’ll assume full responsibility for the facility, including maintenance, security, and business
Specific responsibilities will include:
• Managing the day-to-day programmatic operation of the facility and working in collaboration and consultation with the Directors of Safety and Facilities Management.
• Participating in formulation and implementation of organizational policy, including establishing standards and procedures for all case-related activity.
• Developing a model for intervention using a multifaceted approach of skills building, group work, and casework.
• Providing administrative and case management supervision to ensure sound casework practice, contractual compliance with program goals and objectives, and adherence to DHS and HELP policies and procedures.
• Recruiting and training all social service staff and providing ongoing staff development and team building.
• Assessing effectiveness of service delivery and identifying gaps in service.

Qualifications:
• Master’s Degree required – social work or related field
• Minimum of 10 years’ experience, including at least 5 years managing in a social service setting, preferably in a family service setting
• Strong clinical skills and strong budgeting skills preferred
• Computer literacy, particularly with Microsoft Office applications. Experience with CARES strongly preferred.
• Bi-lingual (English/Spanish) is a plus.

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<tr>
<td>Morris (Bronx)</td>
<td>Aileen Rosario</td>
<td><a href="mailto:arosario@helpusa.org">arosario@helpusa.org</a></td>
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Assistant Mechanic / Supervisor
**Position summary:** Supervise mechanics that perform preventative maintenance of physical plant equipment at HELP USA facilities located in the NYC region. Responds to equipment malfunctions that can lead to a life safety hazard. Ensures that repairs, inspections, troubleshooting and installation of equipment are performed as assigned.

Responsibilities:
- Assigns and assists mechanics to troubleshoots to make repairs.
- Tracks and ensures that preventative maintenance is performed as scheduled.
- Maintains inventory of tools, equipment, and fleet.
- Adheres to strict OSHA compliance.
- Monitors work for conformance with applicable national, state or local codes.
- Performs other duties as assigned.

Qualifications:
- Basic Supervisory experience in the building trades or building maintenance field.
- Basic ability to use tools and equipment associated with physical plants of buildings.
- Basic understanding and mechanical skills.
- Basic knowledge and experience with plumbing.
- Basic knowledge and possess electrical skills.
- Basic knowledge of heating, ventilation and air-conditioning (HVAC) systems.
- Certifications or licensure associated with HVAC preferred.
- Ability to interpret diagrams, shop drawings, blueprints and/or schematics.
- Problem solving skills (in the facility/building management field).
- Must possess basic grammatical competence.
- High School or equivalency preferred (not required).
- Valid US Driver’s license.
- Bilingual skills a plus.

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<tr>
<td>HELP Women's Center (Brooklyn)</td>
<td>Opal Martin</td>
<td><a href="mailto:omartin@helpusa.org">omartin@helpusa.org</a></td>
</tr>
<tr>
<td>Keener (Manhattan)</td>
<td>Mamadou Cisse</td>
<td><a href="mailto:mcisse@helpusa.org">mcisse@helpusa.org</a></td>
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**Business Manager**

**Position summary:**
The Business Manager supports the Executive Director of the site in all matters related to budgets, purchasing, timekeeping, payroll and human resources. This person is the site’s liaison to HELP’s Central Office and coordinates with the Central Office Finance, Human Resources, and Purchasing, and Information Technology departments.

Responsibilities include (but are not limited to):
- Annual budget preparation and periodic analyses, including monthly line item comparisons of year-to-date actual vs. budgeted expenses
- Payroll preparation including processing time records and other weekly/bi-weekly payroll data, auditing payroll registers prior to check distribution, and reviewing paid time off records.
- Ensuring compliance with the company policies and procedures related to the purchasing, receiving, billing and inventory functions and reviewing the accuracy of coding for all purchases.
- Acting as the site Information Technology administrator and trouble shooter, as required.

**Qualifications:**
- Bachelor’s Degree in Business Administration required. Accounting degree preferred.
- At least 3 years’ experience as an Accountant/Bookkeeper including payroll processing.
- Experience in computer systems operation and Microsoft applications required.
- Working knowledge of Kronos Timekeeping System is desirable.
Case Manager

Position summary:
HELP USA is seeking a Case Manager whose primary goal will be to help clients obtain permanent housing and assist them in becoming self-sufficient. The Case Manager will provide services and referrals for clients including initial assessments; counseling; service planning; receipt of entitlements; and medical, educational, substance abuse, employment, child care, and mental health services. Specific responsibilities will include:
• Conducting initial intake interviews and assessments and coordinating with other members of the team to formulate an initial service plan that will lead to clients obtaining permanent housing.
• Meeting with clients in person at least weekly throughout their residency at a HELP USA site.
• Providing leadership and direction regarding employment for clients.
• Serving as a liaison for clients with various agencies, schools, health care providers, mental health providers, and employment training providers.
• Advocating for and assisting clients with the service delivery system to ensure receipt of entitlements and permanent housing.
• Ensuring that all team members update service and independent living plans and reviewing these plans with the client at least every 14 days.
• Explaining site policies and procedures to new clients and conducting biweekly unit/bed inspections and reviewing inspection results with clients.

Qualifications:
• Bachelor’s Degree in Social Work or a related field required.
• Knowledgeable of relevant state and county regulations.
• Experience in case management, assessment, counseling and crisis intervention preferred.
• Knowledge of family systems approach to practice preferred.
• Knowledge of team concepts preferred.
• Computer literate, specifically with Microsoft applications, required.

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<th>Site (location)</th>
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<tr>
<td>HomeBase II (Bronx)</td>
<td>Marisol Toledo-Liz</td>
<td><a href="mailto:mtoledo@helpusa.org">mtoledo@helpusa.org</a></td>
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<tr>
<td>Las Vegas</td>
<td>Jeri Horky</td>
<td><a href="mailto:jhorky@helpusa.org">jhorky@helpusa.org</a></td>
</tr>
<tr>
<td>Suffolk (Bellport NY)</td>
<td>Marcie Post</td>
<td><a href="mailto:mpost@helpusa.org">mpost@helpusa.org</a></td>
</tr>
<tr>
<td>Wards Island/SEC (Manhattan)</td>
<td>Andrea Harris</td>
<td><a href="mailto:gharris@helpusa.org">gharris@helpusa.org</a></td>
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**Clinician**

**Position summary**: As a clinician in one of our transitional or permanent residential sites, you’ll be responsible for providing mental health counseling services to residents and their children including long- and short-term counseling; crisis intervention with individuals, families, couples, and groups; and facilitating counseling groups and workshops. You’ll also be responsible for responding to mental health crises at the facility as well as serving as a consultant to the Team on mental health issues.

Specific responsibilities will include:
• Conducting intake assessments for new residents and collaborating with others at the site/program as well as other HELP USA sites and programs to provide appropriate clinical services and facilitate communication.
• Advocating for and assisting clients in navigating the service delivery system, providing information and referral services as needed, and serving as a liaison with various social service agencies, including mental health clinics and hospitals, to ensure receipt of appropriate clinical and related services.
• Participating in team meetings, individual supervisory meetings, and case conferences and documenting all work with and on behalf of clients.
**Qualifications:**
- MSW required, LCSW a plus
- Experience facilitating support groups and workshops required
- Computer literacy, specifically with Microsoft applications, required
- Bilingual (English/Spanish) a plus
- Valid US Driver’s License a plus

**Site (location)**  |  **Contact**  |  **Email**
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Manhattan | Shayla Madramootoo | smadramootoo@helpusa.org

**Director of Health Services**

**Position summary:**
Administration and supervision of the on-site health clinic. Ensures that all health screens and all medical services are provided in accordance with NYSOTDA and Department of Health regulatory requirements. Provides crisis intervention in medical emergencies and serves as liaison to the local ambulance corps and all other community-based health providers. Serves as patient advocate and health educator for the facility. Ensures that health screens are conducted for all families admitted to the shelter. Serves as first responder for all on-site medical emergencies. Identifies medical needs and arranges for primary medical care through local medical providers. Provides individual and group instruction on preventive health care. Serves as an internal resource for the facility on all medical matters. Performs other duties as assigned

**Qualifications:**
- Must be a NYS Registered Nurse
- Must be BLS/CPR certified
- Must have knowledge and experience with community-based medical resources
- Must have knowledge of all HIPPA and privacy requirements
- Must have prior experience working with underserved populations, including mental health and knowledge of social service resources
- Must possess excellent diagnostic skills, work autonomously and be able to make independent clinical/medical decisions
- Ability to work within a team setting
- Ability to communicate concisely and effectively
Domestic Violence Counselor

Position summary:
We are currently seeking a Domestic Violence Counselor. This is an excellent opportunity for a culturally sensitive, motivated, energetic team player to help individuals and families impacted by domestic violence to become more economically self-reliant, maintain permanent housing, build job skills and access community resources independently. The ideal candidate will have a broad knowledge of community resources and economic education curriculum, enjoy working as part of a dedicated team and have experience working with diverse populations.

Qualifications:
Crisis intervention, client advocacy and experience with battered women and their children. Ability to assist client needs with financial empowerment. Bachelor’s Degree in Social Work or related fields with experience in housing, job placement & employment assistance. Bilingual in Spanish preferred. Knowledgeable and skilled in direct individual and group services including crisis intervention; homelessness; domestic violence; economic justice; basic financial literacy; job readiness and community resources. Candidate should possess the ability to create effective working relationships with other programs as well as build strong bridges with community partners.

Employment Specialist – Rapid Rehousing Program (Part-time)

Position summary: HELP USA is seeking a part-time (20-25 hours per week) creative problem solver who enjoys making interpersonal connections and using their skills to support job seekers
with complex barriers to employment. As a part of the interdisciplinary team, you will be responsible for assessing clients’ interests, employment history, education, and abilities in order to develop client-specific employment plans. You’ll provide vocational and educational counseling and referrals to job readiness, training, and placement programs leading to either full-time or part-time unsubsidized employment.

Specific responsibilities will include:
• Providing screening and assessment of clients’ educational and employment history as well as abilities, interests, and aptitudes
• Developing client-specific employment plans in consultation and collaboration with other members of the team for incorporation into each clients’ Individualized Housing/Self-Sufficiency Plan (IHSP)
• Providing educational and vocational counseling for clients including referrals to and serving as point person for employment/vocational programs such as Philadelphia Works, Inc. to facilitate job placement
• Facilitating education and employment readiness workshops including resume writing, preparing for the world of work, job interviewing skills, transitional benefits, and welfare to work programs
• Maintaining a network of government, training, and placement, resources and contacts related to employment
• Assisting other members of the team with obtaining pay stubs from all employed clients for compliance with HUD/OHS standards
• Documenting client employment/educational plans and progress notes into our electronic database(s) and hard copy files, as needed
• Preparing statistical and other indicated reports for HELP USA, HUD and OHS requirements on a monthly or as needed basis.

Qualifications:
Bachelor’s Degree, or Associate’s Degree with 3 years’ experience in employment counseling, or High School diploma or equivalent with 3-5 years’ experience in employment counseling, or High School diploma or equivalent with at least 7 years’ total work experience, some in employment counseling field plus other related experience within the social services field.
• Knowledge and experience with the homeless population and the ability to remain positive and supportive to individuals experiencing varying levels of frustration and challenges in their lives
• Experience providing client advocacy and mediation services
• Strong oral and written communication skills and negotiating ability
• Dependable, resourceful, keenly attentive to detail, eager to take initiative, and able to work effectively in a fast-paced and demanding environment
• Excellent organizational and documentation skills enabling management of multiple priorities in a time-sensitive manner
• Computer literacy, particularly with Microsoft Office applications: Word, Outlook, and Excel
• Knowledge and understanding of team concepts preferred
• Bi-lingual ability (English/Spanish) a plus
• Valid US driver’s license a plus

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<tr>
<td>Philadelphia Rapid Rehousing Program (Philadelphia)</td>
<td>Michelle Marlin</td>
<td><a href="mailto:mmarlin@helpusa.org">mmarlin@helpusa.org</a></td>
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**Family Worker**

**Position summary:**
HELP USA is looking for a Family Worker for one of our Day Care programs to work with parents to accomplish the parent education and parent participation objectives of the Head Start and/or State Preschool Program. In this role, you will assist the program’s Family Service Coordinator in the following areas:

• Recruit children/families, interview applicants, complete applications, and maintain the site waiting list data.
• Register new enrollees by completing intake forms, providing program information to parents, and assisting teachers in orienting parents to program requirements.
• Help families receive appropriate social services by assessing family needs and developing, monitoring, and updating individual family plans; providing information about community resources to families; and assisting parents in making contact with relevant community
resources.
• Plan, schedule and conduct parent education programs and committee meetings.
• Promote parent and community involvement and positive public relations for programs and services, and serve as a resource person to human service agencies including health, social service, and education.
• Complete reports and maintain records in an efficient and effective manner.

Qualifications:
• Associates Degree in Social Services or Human Services
• Two years’ experience working with children and families
• New York State Driver’s license.
• Ability to plan and implement parent education and parent participation in activities.
• Knowledge of community social services agencies, early childhood education, and diverse cultures and life styles.

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<td>Morris Day Care (Bronx)</td>
<td>Shaniquia Vernon-Phoenix</td>
<td><a href="mailto:sphoenix@helpusa.org">sphoenix@helpusa.org</a></td>
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Housing Court Liaison

Position summary:
As part of New York City’s plan to end homelessness, the Department of Homeless Services established Homebase Homeless Prevention Community Resource Centers throughout New York City. Homebase programs are designed to assist families and individuals who are homeless or at imminent risk for becoming homeless to develop a plan for long-term housing stability. Homebase helps clients navigate the complicated eviction process, offers financial and money management counseling, helps clients obtain public benefits, provides short-term financial assistance, and helps with relocation if necessary.

As Housing Court Liaison, your primary role will be to ensure restoration of housing stability by preventing evictions of Homebase clients. You’ll help clients navigate the housing court process
and provide them with program representation during their court appearances. You will also communicate on behalf of HELP USA Homebase when issues and/or questions arise regarding commitment letters that have been issued promising payments to avoid client evictions.

Specific responsibilities will include:
• Accompany clients to Bronx Housing Court appearances to provide advocacy and program representation
• Assist clients with obtaining financial assistance and information from the Rental Assistance Unit/DSS
• Foster positive relationships with Bronx Housing Court agencies, attorneys, and landlords; and engage in outreach efforts to establish and reinforce HELP USA Homebase programs’ presence in Bronx Housing Court and in the community
• Engage and evaluate clients to determine program eligibility as it relates to geographic requirements, income requirements, and issues impacting the clients’ stay in permanent housing
• Conduct community outreach and presentations to increase enrollments and distribute outreach materials and referral packages to potential clients, agencies, attorneys and landlords

Qualifications:
• High School Diploma (or equivalent) required; Bachelor Degree in Social Work or a related field preferred
• Experience providing client advocacy and mediation services
• Prior experience in case management, assessment, counseling, and crisis intervention preferred
• Strong oral and written communication skills and negotiating ability
• Dependable, resourceful, keenly attentive to detail, eager to take initiative, and able to work effectively in a fast-paced and demanding environment
• Excellent organizational and documentation skills enabling management of multiple priorities in a time-sensitive manner
• Computer literacy, particularly with Microsoft Office applications: Word, Outlook, and Excel
• Knowledge and understanding of team concepts preferred
• Available to work nights and weekends as needed
• Bi-lingual ability (English/Spanish) a plus
• Valid US driver’s license a plus
Housing Specialist

**Position summary:** HELP USA is seeking a Housing Specialist who will be responsible for helping clients find permanent housing and become self-sufficient. This is a critical part of the service that we provide to our homeless clients, and can be a very satisfying role. Services will include training in how to conduct an apartment search, how to interview for an apartment, how to complete housing forms, and how to activate utilities. Additionally, the Housing Specialist will provide referrals to housing resources.

Specific responsibilities will include:
- Conducting the housing intake and housing assessment Interview for all new residents.
- Completing of the housing portion of the initial service plan/independent living plan and any necessary revisions.
- Developing and conducting housing workshops and meeting with residents regularly, at least monthly.
- Arranging forums with outside providers (e.g. Con Edison) to provide information on topics related to securing and maintaining permanent housing.
- Providing additional information and instruction on the skills required to secure and maintain permanent housing, such as how to create and maintain a household budget.
- Assisting residents in the completion of all housing applications and ensuring that applications are submitted to housing programs in a timely manner.
- Developing new housing resources.
- Escorting residents to view apartments and other appointments as needed.
- Assisting residents in moving into permanent housing by providing support such as attending lease signings, ensuring utilities are turned on, assisting with the move out, etc.

**Qualifications:**

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<td>Homebase II (Bronx)</td>
<td>Marisol Toledo-Liz</td>
<td><a href="mailto:mtoledo@helpusa.org">mtoledo@helpusa.org</a></td>
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• High School Diploma or equivalent required. Bachelor’s Degree preferred.
• Minimum of one year experience in housing placement services, with three years being preferable
• Commitment to the mission of HELP USA to help people in need of housing and to end homelessness.
• Computer literacy with Microsoft applications required.
• Knowledge and understanding of team concepts preferred.

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<td>Hillside (Brooklyn)</td>
<td>Jerri Robinson</td>
<td><a href="mailto:jmrobinson@helpusa.org">jmrobinson@helpusa.org</a></td>
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<tr>
<td>Manhattan</td>
<td>Tangiss Taylor</td>
<td><a href="mailto:ttaylor@helpusa.org">ttaylor@helpusa.org</a></td>
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**Intensive Case Manager/Clinician**

**Position summary:** As part of New York City’s plan to end homelessness, the Department of Homeless Services established HomeBase Homeless Prevention Community Resource Centers throughout New York City. HomeBase programs are designed to assist families and individuals who are homeless or at imminent risk for becoming homeless to develop a plan for long-term housing stability. HomeBase helps clients navigate the complicated eviction process, offers financial and money management counseling, helps clients obtain public benefits, provides short-term financial assistance, and helps with relocation if necessary.

The Intensive Case Manager will be responsible for enrolling and providing Critical Time Intervention (“CTI”) and clinic-based services to high-risk HomeBase clients. This person will provide homeless prevention services in a fast-paced and demanding environment to the highest-risk clients. Services will include CTI, case management, crisis intervention, and advocacy for individuals and families facing a housing crisis and who are at risk of shelter entry or re-entry.

The Intensive Case Manager will work toward the resolution of the housing crisis and address other immediate needs that the client may present with. He/she will also conduct assessments
and intakes as necessary and provide referrals to appropriate community resources in order to maintain housing stability and achieve self-sufficiency. Referrals may include help with securing/enhancing employment, educational/vocational training, and attending financial and housing workshops. He/She will establish working relationships with public and private agencies to provide additional assistance for clients. He/She will assist the client with obtaining and/or resolving issues with public entitlements, unemployment, social security benefits, etc. The position also requires participation in program outreach efforts and presentations to community based organizations.

**Qualifications:**

- MSW or Master in related field required, LCSW, or equivalent, a plus;
- Strong verbal, written, and negotiation skills;
- Ability to take the initiative, be dependable and resourceful, and pay keen attention to detail;
- Computer literate in Microsoft applications required;
- Bilingual (Spanish) a plus;
- Valid driver’s license a plus.

**Site (location) | Contact | Email**

HomeBase (Bronx) | Daniel Farrell | dcfarrell@helpusa.org

**Job Retention Specialist**

**Position summary:**

Responsible for providing post-placement support to employed program participants. Activities will include, but not be limited to, site visits to employers, conducting on site counseling to participants to resolve work related issues and monitor progress, and development of a resource bank of support services.

- Maintains contact with and counsels employed program participants for at least six (6) months after placement.
- Conducts exit interviews with program participants, prior to starting new employment,
internship or training programs. Reviews work related benefits, determines appropriate schedule of site visits and post placement follow up activities.

• Completes all paperwork associated with reporting on post-placement follow up; participates in employment readiness classes as requested by Program Coordinator.

• In conjunction with the program’s Job Developer, works with employers to alleviate work-related misunderstandings or problems.

• Coordinates employment verification process; including preparation and retrieval of employer letters and collection of employee pay stubs.

• Prepares and distributes off-to-work package, with emphasis on impact of earned income on housing subsidy.

• Disseminates information and facilitates workshops on work-related benefits, including the Earned Income Tax Credit; re-budgeting; and supportive services and workforce development options for the newly employed (including education and training for working families, resources for low income families, tax preparation assistance, etc.)

• Maintains regular contact with Job Developers and other program staff (as indicated) regarding participant progress and/or problems on the job; assists in the formulation and execution of appropriate interventions.

• Documents all contacts with or on behalf of program participants.

Qualifications:

• Four-year college degree in Human Service or other related field preferred.

• Bilingual (Spanish/English) a plus.

• Minimum of one (1) year experience in counseling and/or conducting workshops for unemployed economically disadvantaged adults.

• Excellent interpersonal, verbal, and written communication skills.

• Computer literate specifically with Microsoft applications required.

• Ability to work some evenings required.

• Valid US Driver’s License preferred.

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<tr>
<td>HELP Works (Manhattan)</td>
<td>Elsie Daniel</td>
<td><a href="mailto:edaniel@helpusa.org">edaniel@helpusa.org</a></td>
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</table>
LMSW – Client Care Coordinator

Position summary:
We are looking for several LMSWs for Family and Day Care Services sites in northern Manhattan and the Bronx. As a Client Care Coordinator, you will be responsible for the overall delivery and coordination of services for homeless families living in one of our Tier II, DHS-funded family shelters.

Your responsibilities will include:
• Completing psychosocial assessments of complex families impacted by multiple systems and working with these systems to facilitate appropriate linkages for families to community-based services.
• Taking a multi-disciplinary team approach to providing service in a crisis-driven environment that includes substance abuse and addiction, domestic violence, child mistreatment, trauma, and mental health conditions.
• Working from a strengths-based, family-focused perspective to identify and fortify the strengths of each family.
• Educating other team members about clients’ psychosocial stressors and needs to ensure positive outcomes for the families.
• Interfacing with NYC DHS staff and relevant community-based organizations to ensure that families receive optimal care and service coordination.

Qualifications:
• To be considered for this role, you must have a MSW degree and be currently registered as an LMSW.
• Expertise in strengths-based, solution-focused, and family-centered practice.
• Knowledge of child and adolescent development, emotional/behavioral health, mental health, parent-child relationship family dynamics, and diagnostic classification.
• Experience working with diverse cultures and ethnicities is required. Bilingual (English/Spanish) fluency is strongly preferred, as many of our clients are native Spanish speakers.
• Experience working with homeless populations or issues typical of this group would be strongly preferred.
• Ability to maintain statistics using various programs and proficiency with Microsoft Office programs.

|| Site (location) | Contact | Email |
|-----------------|---------|-------|
| Bronx & Manhattan | Susan Landon | slandon@helpusa.org |

**Porter**

**Position summary:**
HELP USA takes great pride in providing our residents a clean and well-maintained living space that feels as much like home as possible. We can only do this with great porters on our team. Porters perform various maintenance-related assignments such as cleaning, painting, garbage and trash removal, landscaping, and snow removal.

Specific responsibilities will include:
• Cleaning: apartments or other sleeping areas for turnover, bathrooms, offices, classrooms, pantries, buildings, grounds, furniture, windows, etc.
• Making minor repairs as needed.
• Maintaining floors, ducts, fixtures, etc. in good state of repair.
• Adhering strictly to OSHA laws and regulations.
• Maintaining the readiness of all vehicles.
• Completing work orders when appropriate.

**Qualifications:**
• Must be able lift 75 pounds.
• Must be able to operate small machinery, power tools, and hand tools.
• High School Diploma or GED preferred.
• Porter or janitorial experience preferred.
• Basic knowledge of electrical wiring, boiler mechanics and plumbing a plus.
• Organizational skills to enable efficient use of time and ability to work effectively if supervisor is not present.
Recreation Specialist

Position summary: HELP USA is seeking a Recreation Specialist to work with school age children living in one of our temporary family housing facilities. This person will oversee a group of children and lead developmentally appropriate activities including:

- STEM projects
- Arts and Crafts
- Computer literacy
- Homework help and education support
- Development of life skills

Additionally, the Recreation Specialist will participate in community outreach to obtain in-kind donations, service linkages, and other resources for participants in our program.

This is a great opportunity for someone with minimal work experience looking for entry into social services and/or working with children.

Qualifications:

- Creative, responsible, patient, kind and caring
- Enjoy working with children
- Strong organizational and time management skills
Registered Nurse (Part Time)

**Position summary:**
Coordinate health care for residents in a supportive housing program. Assist residents in managing medication, and navigating appointments and referrals. Provide health education to residents on chronic disease management and preventative health strategies. Also provide staff training on health and mental health issues. Assist with acute care coordination.

**Qualifications:**
Must be a licensed Registered Nurse and have 5 years’ experience working with special needs populations.

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<tr>
<td>New Horizons (Brooklyn)</td>
<td>Necola Eason</td>
<td><a href="mailto:neason@helpusa.org">neason@helpusa.org</a></td>
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Safety Monitor Supervisor

**Position summary:** HELP USA is seeking a Safety Monitor Supervisor to oversee Safety Monitors at their assigned facility. A member of the Safety Monitor team is usually the first contact with our residents when they enter one of our facilities. In addition to ensuring residents’ safety, our Safety Monitors help our residents feel welcome and set the tone for their stay. It is critical that our Safety Monitors are alert, vigilant, and courteous to our residents. Responsibilities include
patrolling facility grounds, ensuring residents and guests are properly signed in, escorting
visitors to proper destinations, conducting unit inspections, maintaining accurate documentation
and preparing incident reports when necessary.

Supervisory responsibilities will include:
• Supervising Safety Monitors on duty to ensure adherence to policies and procedures.
• Assisting in development of training sessions for Safety Monitor Staff
• Ensuring minimum daily staff coverage.
• Documenting individual staff problem as necessary.
• Preparing and submitting on time all necessary administrative reports including Incident
Reports, Electronic Patrol Reports, etc.

Qualifications:
• New York State Security Guard License required.
• FDNY F-80 required.
• FDNY F-02 required.
• High School Diploma or GED required, however extensive security an/or military experience
  may be accepted in lieu of a High School Diploma.
• Demonstrated knowledge, experience or capacity to work with homeless families/individuals
  and/or disadvantaged populations.
• Demonstrated ability to supervise staff.
• Strong interpersonal skills.
• Ability to provide night and weekend coverage as needed.
• Computer literacy with Microsoft applications.
• Good writing skills preferred.

Site (location) | Contact | Email
---|---|---
Hillside (Brooklyn) | Jerri Robinson | jmrobinson@helpusa.org

Safety Personnel
Position summary: Safety Monitors help ensure a safe and secure environment at their assigned facility. Safety Monitors are usually the first contact with our residents when they enter one of our facilities. In addition to ensuring residents' safety, our Safety Monitors help our residents feel welcome and set the tone for their stay. It is critical that our Safety Monitors are alert, vigilant, and courteous to our residents. Responsibilities include patrolling facility grounds, ensuring residents and guests are properly signed in, escorting visitors to proper destinations, conducting unit inspections, maintaining accurate documentation and preparing incident reports when necessary.

Qualifications:

• New York State security guard license is required.
• FDNY F-02 must be obtained within first six months, if not possessed already
• A high school diploma or GED is preferred, but not required.

Site (location)                Contact             Email
 Manhattan                    Rhonda Scurry  rscurry@helpusa.org
 HELP I (Brooklyn)            Washington Davis wdcavis@helpusa.org
 HELP Women’s Center (Brooklyn) Wilfredo Fuentes wfuentes@helpusa.org
 Hillside (Brooklyn)          Jerri Robinson   jmrobinson@helpusa.org
 Suffolk (Bellport NY)        Dwight Hovington dhovington@helpusa.org
 Woody Crest (Bronx)           Sasha Duncan     sduncan@helpusa.org

Safety Personnel - On Call

Position summary: Safety Monitors help ensure a safe and secure environment at their assigned facility. Safety Monitors are usually the first contact with our residents when they enter one of our facilities. In addition to ensuring residents' safety, our Safety Monitors help our residents feel welcome and set the tone for their stay. It is critical that our Safety Monitors are
alert, vigilant, and courteous to our residents. Responsibilities include patrolling facility grounds, ensuring residents and guests are properly signed in, escorting visitors to proper destinations, conducting unit inspections, maintaining accurate documentation and preparing incident reports when necessary.

**Qualifications:**

- New York State security guard license is required.
- FDNY F-02 must be obtained within first six months, if not possessed already.
- A high school diploma or GED is preferred, but not required.

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<tr>
<td>HELP Women’s Center (Brooklyn)</td>
<td>Wilfredo Fuentes</td>
<td><a href="mailto:wfuentes@helpusa.org">wfuentes@helpusa.org</a></td>
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**Shift Supervisor**

**Position summary:**
HELP USA is seeking a Shift Supervisor who will take full responsibility for the overall operation of one of our shelter sites during those work shifts and other time periods when director-level Social Service or Safety staff are not on duty at the facility. Operational responsibility will be primarily during evening, night and weekend shifts.

Responsibilities will include:
- Supervising other staff working the same shift.
- Conducting or supervising regular inspections of the facility, including all sleeping areas.
- Ensuring the safety of all shelter residents.
- Supervising the safety and incident reporting systems and overseeing liaison with DHS security staff as necessary.
- Collaborating with therapeutic community shift supervisor to ensure safety of clients and maintaining a positive working relationship with any social service subcontractors at the facility.
- Supervising intake, bed assignments, and related client service activities.
- Supervising facility maintenance staff on duty and ensuring that the facility is well maintained.
Qualifications:
• High School Diploma or GED required, with Associate’s or Bachelor’s Degree preferred.
• Significant experience working in residential facilities required.
• Computer literacy with Microsoft applications required.
• New York State Security Guard License required.

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<tr>
<td>Keener (Manhattan)</td>
<td>Mamadou Cisse</td>
<td><a href="mailto:mcisse@helpusa.org">mcisse@helpusa.org</a></td>
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