

**YWCA OF THE GREATER CAPITAL REGION  
JOB OPPORTUNITIES**



**YWCA of the Greater  
Capital Region, Inc.**

21 First Street  
Troy, NY 12180  
P 518.274.7100  
F 518.274.2572  
[ywca-gcr.org](http://ywca-gcr.org)  
[facebook.com/ywca.gcr](https://facebook.com/ywca.gcr)

**YWCA of the Greater Capital Region, Inc., (YWCA-GCR) is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.** Founded in the City of Troy in 1883, **YWCA-GCR is one of the area's largest providers of supportive housing for both homeless single women and women with children.** On any given day, we house more than **100 women and nearly 60 children.** **YWCA-GCR** is a local Association of one of the largest multicultural women's movements in the World; serving more than **25 million** women and girls. **YWCA has been at the forefront of the most critical social movements for more than 150 years – from women's empowerment and civil rights, to affordable housing and pay equity, to violence prevention and health care.** In the United States **YWCAs** collectively serve more than **2 million** women and girls. **YWCA-GCR is an Affirmative Action/Equal Opportunity Employer. Committed to Diversity and Inclusion.**

**HOUSING ADVOCATE (Fulltime) PERMANENT SINGLE ROOM OCCUPANCY (SRO)**

**YWCA-GCR** seeks a dedicated, experienced, skilled and compassionate professional with knowledge of:

- Women's issues
- Social and Racial justice
- Homelessness and poverty
- **Provide direct services not limited to-**
  - Case management and Service coordination
  - Service Linkage / Referrals (knowledgeable of community resources in the Greater Capital Region and collaboration/engagement methods)
  - Reporting at monthly case conference/team meeting
  - Maintain files
  - Creative and innovative methods to engage women and create and maintain a community
  - Conduct and or schedule inspections and maintain assigned floors
  - Provide Life Skills/Domestic Skills Workshops minimally monthly
  - Gain residents input, schedule, notify and facilitate monthly floor meetings – record meeting minutes
  - Set weekly schedule and schedule one-on-ones as needed/required
  - Provide support to single women in a **Permanent Supportive (SRO) Housing Program (76 Units).**

**Additional Responsibilities:** Housing Advocate will also assist with the coordination and staffing of weekly community meal (served every Thursday from 6:00pm-7:00pm). Additionally, Housing Advocates supports YWCA-GCR team with Special Events (on-site and off-site). Some travel required or knowledge of public transportation. **Non-traditional hours including 3 weekdays (Thursday 11:00 am to 7:00 pm), one overnight and one weekend day.**

**Qualifications:**

- **High School Diploma or GED with 3 years of experience (highlighted above) or Associates Degree with 1+ years of experience. Bachelor's Degree (Human Services, Psychology, Social work) with 1 year experience, preferred.**
- **Strong hard (computer literacy and writing skills) and soft (ability to engage with others appropriately), work etiquette skills including but not limited to establishing and maintaining healthy boundaries**
- **Proven experience with successful crisis intervention and conflict resolution/mediation**
- **Ability to work with a diverse population**

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- *Effective listening and communication skills*
- *Organized self-starter and ability to work independently and as a team.*
- *Client-Centered Approach / Customer service-oriented, friendly approach in person and on telephone*
- *Understanding of Housing First Model*
- *Embodies YWCA-GCR's mission – Eliminating Racism; Empowering Women*
- *Proficient at Microsoft Office Suite – Outlook, Word, Excel, HMIS, databases*

**Benefits: Health Insurance, Dental, Vision, Capital EAP, short term disability, Life Insurance, YWCA Cash Balance Defined Pension Plan, Paid Time Off/Sick Time, more than 10 paid holidays. A supportive, friendly, compassionate and devoted team. Join one of the largest multicultural women's movements in the World. YWCA-GCR is an Affirmative Action/Equal Opportunity Employer. Committed to Diversity and Inclusion.**

Please send cover letter and resume by e-mail to Bonnie Benson, Director of Housing and Supportive Housing [bonnieb@ywca-gcr.org](mailto:bonnieb@ywca-gcr.org) and CC Daquetta Jones, Executive Director or mail to YWCA-GCR, 21 First Street, Troy, NY 12180 ATTN: Bonnie and Daquetta or fax to 274-2572 ATTN: Bonnie and Daquetta. **Please apply by Tuesday, Feb 14, 2017**

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**Maintenance Technician** (Part time 20/25 hours a week) of a 56,000 Sq. Ft. beautiful five-story masonry building in a Historic District in the City of Troy. The candidate must demonstrate basic **knowledge of skillsets & materials needed to maintain the general overall appearance and sound condition of a multi-story historic structure.** Duties do not include activities that require special licensing. However, the Maintenance Technician must possess an understanding of these trades and know when it is appropriate to engage the services of licensed or certified mechanics (major plumbing, electrical, roofing and masonry repairs/replacement for example).

The Maintenance Technician's duties do include, but are not limited to, the following:

- Routine maintenance of building interiors, including minor repair of walls, ceilings, floors, stairs, wood trims, light fixtures, plumbing fixtures, furnishings, hardware, windows and doors.
  - Routine maintenance of exterior surfaces and grounds, including parking areas, sidewalks, roofs, recreation areas, ramps and stairways.
  - Room "turn-over" duties, including cleaning, painting, floor finishing and minor repairs between tenancies.
  - Moving or relocation of furnishings, equipment and appliances as needed.
  - Maintenance of **YWCA GCR** building's architectural plans, specifications, manuals, warranties, product literature (specifications) work orders, maintenance/cleaning logs and procurement receipts.
  - General daily maintenance and cleaning of: Maintenance Technician's Office and Supply Room(s), Mechanical Room(s); Basement Storage Rooms; and, areas of the building that are decommissioned, under construction or temporarily out of service.
- In carrying out the above duties, Maintenance Technician should possess at least 5 years experience relative to building maintenance and custodial responsibility. Formal training in building trades (or related curriculum) may be considered in lieu of experience.
  - Must **Embody YWCA-GCR's mission – Eliminating Racism; Empowering Women**

**Additional Responsibilities:** On call services are a requirement of the position. Salary \$17hr + beeper reimbursement. Send or fax cover letter, resume and references to Daquetta Jones, Executive Director at [daquettaj@ywca-gcr.org](mailto:daquettaj@ywca-gcr.org) Please CC Ellen Randolph, Director of Operations

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at [ellenr@ywca-gcr.org](mailto:ellenr@ywca-gcr.org) or mail to YWCA-GCR, 21 First Street, Troy, 12180 ATTN: Daquetta and Ellen or Fax 274-2572 ATTN: Daquetta and Ellen.

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### **Front Desk Receptionists (FT and Per Diem)**

**YWCA-GCR** Front Desk Team is an integral aspect of the organization. It is the first contact that all persons participating in programs, calling for information or otherwise using the facility have with **YWCA-GCR**. It is expected that reception and assistance will be provided to all callers, residents or visitors in a courteous and professional manner. **Confidentiality and Privacy is expected to be the cornerstone of all behavior, actions and interactions.** Compassion, patience, pays close to details, strong writer, knowledgeable of community resources, effective communication and listen skills and positive energy.

Staff of **YWCA-GCR** is expected to support the mission, work as part of a team and treat all staff, members and participants of the Local YW Association with dignity and respect and encourage and model peace and empowerment. **Core Program Focus:** Outstanding customer service and confidentiality.

### **Security & Safety:**

- Handle emergency situations in accordance with **YWCA-GCR** protocols.
- Remain at the front desk while duty and plan for coverage as needed.
- Only **YWCA-GCR** employees that are on duty are allowed behind the Front Desk area unless otherwise approved.

### **Other Responsibilities/Requirements:**

- Collaborate with all **YWCA-GCR** programs to ensure that effective communication occurs.
- Attend Front Desk Team meetings and any other meeting requested by your supervisor.
- Attend front desk meetings and participate in development opportunities
- Satisfactorily complete all tasks and assignments
- Bring all questions, issues, ideas or concerns to the Director of Operations
- Must be able to work assigned hours
- Expected to be on time
- Must brief relieve team member of shifts events and important need to knows
- Successful ability to work independent and as a team effectively
- Expected to follow all policies and procedures, code of conduct of **YWCA-GCR**

### **Requirements:**

Excellent verbal and written communication skills are required. Must interact with the public in a helpful and courteous manner. Must be able to respect and maintain the confidentiality, privacy and dignity of the residents and community members in all interactions.

### **Telephone Calls:**

- Manage a busy 4-line telephone system
- Direct inquiries to appropriate source
- Transfer calls to voice mail and/or convey messages

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- Know and comply with policies established for incoming calls for residents & staff especially around media, reporters, etc.

**Visitors:**

- Greet each visitor in a professional and welcoming manner. Meet them at the front counter.
- Provide information on daily activities, community resources and program contacts as needed.

**Full-time hours:**

Sunday, Monday, Tuesday, Wednesday 12am-8am and Thursday 4pm-12pm 40hrs

**Per diem:** As needed Monday – Sunday 8:00am-4:00pm, 4pm-12am and 12am-8am for existing staff call-outs, vacations, special events, etc. Rate of pay \$10+ per hour

**Qualifications:**

- **Applicants must have a high school diploma or Associate Degree with 2 years' experience**
- **Embodies YWCA-GCR's mission – Eliminating Racism; Empowering Women**
- **Proficient at Microsoft Office Suite – Outlook, Word, Excel, databases**
- **Computer Literacy and proficient typing skills**
- **Must agree to be fingerprinted**

\*\*\*Must be able to begin training immediately.

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