Job Posting

Housing & Donations Assistant (Full-time)

IRIS (Integrated Refugee & Immigrant Services, Inc., www.irisct.org) is a dynamic refugee resettlement agency with offices in New Haven and Hartford, CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

Job Summary & General Responsibilities:

Working under the guidance of the Housing Donations Manager, the Housing & Donations Assistant works closely with the H&D team, volunteers and donors to procure and organize in-kind donations for the purpose of furnishing apartments for newly arriving clients as well as supplying household goods for other established H&D programs.

Reporting to the Housing and Donations Manager and working under the guidance of the Housing & Donations Coordinator, the Housing & Donations Assistant (HDA) works closely with the H&D team, volunteers and donors to manage the procurement and organization of in-kind donations for the purpose of furnishing apartments for newly arriving clients and distributing donations when possible through other established programs. The HDA provides support to the IRIS Food Pantry team of staff and volunteers according to the needs put forth by the Food Pantry Coordinator.

Candidates must be fully vaccinated against COVID-19 and comfortable coming into contact with other people.

In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate’s job performance.

Specific Duties

Client Services Coordination:
Assists with preparation of client housing for new R&P, SUN and UHP arrivals including cleaning apartment, furnishing it, and supplying all necessary household goods. Uses R&P Home Supply checklist to ensure all required items are in the apartment prior to client’s arrival.

Uses the furniture supply spreadsheet to prepare and deliver furniture and supplies to IRIS clients

Helps ensure that apartments are clean when clients have moved out and IRIS remains responsible

Communicates to H&DC when apartments are in need of repair or cleaning, reporting with photos

Assists the provision of furniture to post R&P families when instructed by H&D Manager or Coordinator

On occasion, helps H&D staff with the move of an already established family.

Helps ensure that apartments are clean when clients have moved out, when IRIS remains responsible

Contacts clients or UST’s to verify that certain required items are wanted. If item(s) are not wanted, arrange to have a denial of service provision signed by the client or UST.

Uploads and reports purchases according to IRIS policy and guidance.

Tracks and documents all mattresses and frames distributed and orders new inventory when stock is running low.

Assists in making key copies for clients and stores master copies for all apartments for which IRIS has co-signed leases

When needed and directed by H&D Coordinator or Manager, turns on electric and gas utilities at the start of lease or within 2-3 days prior to clients move-in.

Subsequently adds utility account # to Utility Spreadsheet so that CM’s can transfer the accounts into the client's name when they have received the required government issued ID’s.

Ensures that all utilities are functioning in the apartment before clients move in and communicates with other H&D staff to ensure everything is in working order between lease signing and client move in.

**Donations Coordination Support & Warehouse Management:**

- Screens offers for valuable donations and schedules appointments for donation pick up, refers donors to other organizations when appropriate
- When HDC is unavailable, ensures that calls and emails inquiries about donating furniture receive a response within 2 working days
- Works closely with H&D staff, volunteers and donors to ensure operations are run smoothly and in an organized manner
- Supports and maintains positive relationships with local partner organizations who provide volunteers to help move furniture and donations
- Cultivates relationships with furniture donors.
- Directs teams of volunteers and interns to execute a diverse variety of projects and tasks that shift from day to day.
- Helps manage the IRIS storage spaces, keeps track of items in stock
• Uploads donations receipts to IRIS donor database
• Works closely with other H&D staff to train and manage interns and volunteers
• Is responsible for organizing furniture and ensuring that each item is placed in the most efficient manner daily, in order to conserve as much space in the warehouse as possible for other activities
• Communicates needs for volunteer help to H&D Manager.
• Manages donations waste removal and coordinates donations to other organizations
• Ensures that IRIS truck and other vehicles are properly maintained and cleaned

Food Pantry Support:

• Works with H&D staff to run the weekly IRIS Food Pantry and Free Market
• Helps direct and work alongside volunteers
• Assists offloading and processing weekly orders of 12,000 lbs of food from CT FoodShare
• Helps with food pantry set up and distribution as directed by Food Pantry Coordinator
• Helps manage the assembly line and is able to register and sign in patrons
• Helps to ensure waste is disposed of properly

Supervises: Interns, volunteers

Reports to: Housing & Donations Manager

Salary: Full-time 40 hours per week with $22.56 per hour.

Benefits: Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance. Eligible for 403b retirement plan after 1 year of employment

To apply, send an email to humanresources@irisct.org as soon as possible with the following:
• A subject line that says “Housing & Donations Assistant -YOUR NAME”
• A cover letter
• An attached resume
• Three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled and phone calls are not accepted.