Program Assistant
Women’s Mental Health Shelter at the Park Avenue Armory

Lenox Hill Neighborhood House, widely recognized as one of New York’s premier human services providers, is a 127-year-old settlement house that provides an extensive array of effective and integrated services—social, educational, legal, health, housing, mental health, nutritional and fitness—which significantly improve the lives of 16,000 people in need each year, ages 3 to 103, on the East Side of Manhattan. Our clients include older adults, homeless and formerly homeless adults, children and families, recent immigrants, disabled persons, adult learners and more. For more information on Lenox Hill Neighborhood House, please visit lenoxhill.org and check us out on Facebook or Instagram.

Located on the Upper East Side of Manhattan in the historic mixed-used Park Avenue Armory, Lenox Hill Neighborhood House’s Women’s Mental Health Shelter is a 24-hour program that addresses the critical issues facing 80 homeless women, age 45 and over, who have histories of mental illness. Through a comprehensive continuum of care and programming that includes social work services, medical, nursing and psychiatric care, specialized peer support, housing placement, benefits assistance, arts and recreation and food and nutrition programs, our talented, multi-disciplinary team which includes social workers, mental health clinicians, nurses, psychiatric providers, peer advocates and program assistants, helps clients to transition from homelessness to permanent housing.

Reporting directly to the Director of Operations, the Program Assistant is an entry-level role that serves as a critical part of the day-to-day operations of the Women’s Mental Health Shelter. The Program Assistant will provide direct person-centered human services to our clients, assisting in the creation of a harmonious environment by fulfilling administrative, customer service and operational functions of the Women’s Mental Health Shelter.

The Program Assistant will:

- Interface daily with clients by providing excellent customer service by greeting and orienting clients, fielding questions and responding to client needs
- Assist clients with activities of daily living, including but not limited to, providing support for laundry, decluttering dorm areas and assisting with client-administered medication observation
- Assist in deescalating on-site crises and conflicts by providing problem-solving and conflict resolution to clients and document incident reports clearly with well-written and detailed summaries
- Support clients with the shelter intake process, identifying priority concerns and additional supports as needed
• Help facilitate day-to-day operations of our Women’s Mental Health Shelter and ensure they are conducted in accordance with our high-performance standards and government regulations
• Collaborate with Lenox Hill Neighborhood House’s staff from a variety of departments and disciplines
• Complete all other responsibilities and duties as assigned by the Director of Operations

Qualifications:
The ideal Program Assistant thrives in a highly social and busy community setting and is willing and able to work a fast-paced schedule that will include evenings and weekends and some holidays given our 24/7 operating schedule and the expansive needs of our clients. The ideal candidate will possess strong communication, organizational, customer service and administrative skills and be able to multi-task in a fast-paced environment. As part of a collaborative team, the Program Assistant must be able to communicate effectively with a variety of stakeholders and be a team-player. BA or BS degree required, with relevant experience in the field of homelessness services, behavioral health, substance use services or residential support. Fluency in Spanish is preferred. This is a 1199SEIU union position with competitive salary and a comprehensive benefits package.

To Apply:
Applicants should send a cover letter, resume and list of references to shelterservice@lenoxhill.org. Applications will be accepted on a rolling basis until the position is filled. No telephone calls please.

At Lenox Hill Neighborhood House we value respect, integrity, diversity and integrity. We are an equal opportunity employer. Lenox Hill Neighborhood House prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status or any other characteristic protected by law. Lenox Hill Neighborhood House conforms to the spirit as well as to the letter of all applicable laws and regulations. The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between Lenox Hill Neighborhood House and its colleagues.

Lenox Hill Neighborhood House is a client-facing and essential community-serving organization. To keep our clients and our colleagues safe, and to comply with various governmental contractual requirements, all new employees must be fully vaccinated against Covid-19 (except where valid medical exemptions apply) and will be required to submit proof prior to the time of onboarding.