



Shelter Advocate I – Part Time Weekend/Nights (less than 20 hours)

JOB SUMMARY

The Shelter Advocate I is a part-time direct service position responsible for meeting the needs of the women and children living in the Emergency Shelter that is open 24-hours per day, seven days per week. The Shelter Advocate I is expected to assess situations and client needs, and to be comfortable making decisions to maintain the safety of the Shelter and its residents. The Shelter Advocate I will accurately complete paperwork and meet all funding and perform all activities grant requirements. This position performs duties in accordance with Welcome House Core Values, including: Ethical, Collaborative, Client-Centered, Accountable, Professional, and Passionate.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Meet Needs of Client/Agency

- Provides clients with needed personal items
- Screen requests for shelter to determine the appropriateness of Welcome House Shelter, and assists in making suitable referrals when shelter is full or not an appropriate option
- Conducts intake and exit interviews as needed
- Assists in case plan and offers support to clients as needed
- Assists in serving meals and snacks
- Accepts donations and deliveries as needed
- Works with volunteers

2. Maintain the Physical Safety of the Building

- Walks the house at least every hour
- Monitors shelter/agency phone and shelter front door
- Coordinates drug tests
- Provides a safe environment while performing an exit interview
- Shares in the cleanliness of the workspace and performs required tasks to maintain a building well-prepared for residential service, including basic maintenance tasks

3. Documentation and Paperwork

- Updates and reviews the staff log with all daily activities in a timely manner
- Documents pertinent information regarding clients in client files
- Maintains all client files-compile accurately new folders for new clients

- Provides a concise and comprehensive client update to other shelter staff members, Case Managers, and Facilities Supervisor

4. Conducting and Attending Meetings

- Attends all agency meetings
- Performs house meetings when necessary
- Attends bi-weekly staff meetings
- Attends partner agency or area meetings as determined by the Housing Staff, Facilities Supervisor, and Director of Housing Services

5. Other duties as specified by the Housing Staff and Facilities Supervisor and/or the Director of Housing Services.

QUALIFICATIONS:

Education

- Minimum High school diploma or equivalent

Experience

- Experience with working with the homeless, mentally ill, and/or substance abuse population desirable but not required

Skill Set:

- Good communication skills
- Good interpersonal skills
- Accurate record keeping skills
- Ability to problem solve
- Ability to resolve conflict
- Ability to collaborate both internally and externally

Key Performance Indicators:

- Understands agency vision/mission and how to achieve agency goals
- Ability to meet client needs, to maintain the safety of shelter and it's residents
- Ability to maintain effective relationship with residents and co-workers
- Progression to working independently
- Accurate completion of paperwork and activities required by funding sources
- Appropriate use of PTO, good attendance, and accurate tracking and reporting of time

WORKING CONDITIONS:

Working Hours/Environment

- Office hours are 24 hours and seven days a week (work hours vary depending on full-time, part-time or reserve positions)
- Must be willing and able to work nights, weekends and holidays (may be required to work flexible schedules to provide staff coverage)

- Work typically performed in an indoor 3-floor residential building

Tools and Equipment Used

- Computer, copier, fax/scanner, phone, other typical office equipment, kitchen equipment, and basic troubleshooting of plumbing, HVAC in emergency situations

Travel

- Minimal-less than 5% of the time

Physical and Mental Demands

- Frequently required to sit at a desk/workstation for long period of time
- Ability to work at a computer terminal for extended periods of time
- Digital dexterity and hand/eye coordination in operation of office equipment
- Moderate lifting-supplies, food, laundry, and resident belongings
- Ability to speak to and hear employees/clients via phone or in person
- Body motor skills sufficient to enable incumbent to move between 3 floors
- Additional Mental Requirements: compare, decide, direct, problem solve, analyze, instruct, interpret

Welcome House is an equal opportunity employer. Employment selection and related decisions are made without regard to gender, race, age, disability, religion, national origin, color, gender identity, sexual orientation, veteran status or any other protected class.