



Job title	Client Advocate		
Reports to	Shelter Supervisor Team	Position Status	Part-Time or Full-Time
Salary Range	\$10.50/hour to start	Assignment	Regular/Benefited
EEO Class	Administrative Support Workers	FLSA Status	Non-Exempt
Shift	Day shift, Part-Time or Full-Time, 30-40 hours/week		

Job Summary

The Road Home seeks employees that have a deep commitment to the mission of serving adults and families that are experiencing homelessness. Client Advocates will provide excellent customer service to these individuals, while working for the state's largest homeless shelter system.

The Advocate will perform a wide variety of duties relating to working with poverty and vulnerable populations. This team member will work in a homeless shelter system that provides emergency shelter to over 1,000 individuals nightly, and permanent supportive housing to over 1,700 individuals each day. Working here is an opportunity to build people and change lives!

Duties and responsibilities

1. Provide quality customer service to our clients, who may be in need of resources in addition to a warm bed for the night.
2. Observe, and help regulate activities at the shelter, ensuring rules and procedures are followed.
3. Provide clear and specific information to residents, and instruct residents of shelter rules/procedures.
4. Assist in maintaining a clean and safe facility, identifying special needs and referring needs to supervisor.
5. Assist in resolving conflicts which may arise among residents.
6. Write incident reports where appropriate, maintain records of resident stays, and maintain accurate shelter log.
7. Answer phones, take messages and respond to the public.
8. Provide occasional crisis intervention, and emergency interface with community resources such as EMS and law enforcement.
9. Operate as part of a team that strives to serve the homeless in our community.
10. Other duties as assigned.

Education and Experience

High School Diploma or GED required.

Skills and Requirements

1. Excellent customer service skills being able to communicate effectively and handle difficult situations.
2. Good computer skills.
3. Willingness to accept supervision and direction.
4. Team player.
5. Reliable and dependable.
6. Must pass pre-employment background check and drug screen.

Physical and Equipment Requirements

Ability to lift 25 pounds

Ability to stand and/or walk for an hour or more at a time

Instructions to apply

To apply, please email resumes@theroadhome.org. Please include the job title **Client Advocate, Day Shift** in the subject line.