



Support and
Shelter for
Overcoming
Homelessness

Client Advocate, Graveyard Shift | 2018

Job title	Client Advocate, Graveyard Shift		
Reports to	Shelter Supervisor	Position Status	Full Time, 40 Hours
Salary Range	\$10.50 to \$11.50/hour to start	Assignment	Regular/Benefited
EEO Class	Administrative Support Workers	FLSA Status	Non-Exempt
Shift	Graveyard Shift (11:00-7:30am)		

Job Summary

The Road Home seeks employees that have a deep commitment to the mission of serving men and women 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 in a thoughtful, empathetic and Trauma Informed way.
6. Write incident reports where appropriate, maintain records of resident stays, and maintain accurate shelter log.
7. Make regular rounds of the facility to ensure the safety and comfort of the residents.
8. Provide data to supervisors as well as to other departments as needed.
9. Answer phones, take messages and respond to the public.
10. Provide occasional crisis intervention, and emergency interface with community resources such as EMS and law enforcement.
11. Operate as part of a dynamic team that strives to serve the homeless in our community.
12. Other duties as assigned.

Education and Experience

High School Diploma or GED required.

Skills and Requirements

1. Excellent customer service skills. Ability to maintain a professional, customer service oriented attitude at all times, especially in difficult or challenging situations.
2. Able to communicate effectively and handle difficult situations with professionalism, compassion and from a Trauma Informed Care perspective.
3. Understanding of the Housing First philosophy. Willingness to have conversations with clients about housing.
4. Good computer skills. Able to enter data and complete reports in a timely manner.
5. Provide crisis intervention as needed; including determining when it is needed to involve other staff, administration or the authorities.
6. Willingness to accept supervision, direction, and constructive feedback.
7. Creativeness and thoughtfulness in problem solving. Ability to make sound decisions with good judgment.
8. Ability to work as a cohesive cooperative team.
9. Reliability, dependability and professionalism are a must.
10. Must pass pre-employment background check and drug screen.

Physical and Equipment Requirements

Ability to lift 25 pounds.

Instructions to Apply

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