



Support and
Shelter for
Overcoming
Homelessness

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|---------------------|---|------------------------|------------------------|
| Job title | Client Advocate | | |
| Reports to | Shelter Supervisor Team | Position Status | Part-Time or Full-Time |
| Salary Range | \$13.00/hour to start | Assignment | Regular/Benefited |
| EEO Class | Administrative Support Workers | FLSA Status | Non-Exempt |
| Shift | Day Shift (7:00am-3:30pm), Swing Shift (3:00pm-11:30pm) Graveyard Shift (11:00pm-7:30am) Part-Time, Full-Time, on-call! Flexible hours! | | |

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 Client 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 with the ability to communicate effectively and handle difficult situations with professionalism and empathy.
2. Ability to multitask and remain calm in demanding and unpredictable situations.
3. Good computer skills.
4. Ability to make sound decisions.
5. Exceptional boundary setting skills and the ability to set and maintain appropriate boundaries with guests.
6. Ability to be culturally responsive and able to work with clients who are from different racial, socio-economic, and ethnic communities with respect and openness.
7. Familiarity with Trauma Informed Care and Housing First Philosophies and the willingness to incorporate them into your daily work.
8. Willingness to accept supervision and direction as well as constructive feedback.
9. Ability to work as part of a diverse and dynamic team.
10. Reliable and dependable.
11. Attends work on a regular and predictable basis.
12. 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***, in the subject line. ***Please specify which shift you are interested in working (Days, Swings, or Graveyards). Please specify which hours you would like (full-time, part-time, on-call).***

The Road Home is an Equal Opportunity Employer