



Support and  
Shelter for  
Overcoming  
Homelessness

<b>Job title</b>	Client Advocate, Swing Shift		
<b>Reports to</b>	Shelter Supervisor	<b>Position Status</b>	Full Time, 40 Hours
<b>Salary Range</b>	\$10.50 to \$11.50/hour to start	<b>Assignment</b>	Regular/Benefited
<b>EEO Class</b>	Administrative Support Workers	<b>FLSA Status</b>	Non-Exempt
<b>Shift</b>	Current shift openings: Swing Shift (3:00pm-11:30pm). Flexible part-time or full-time openings.		

## 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. 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.
5. Willingness to accept supervision, direction, and constructive feedback.
6. Creativeness in problem solving.
7. Team player.
8. Reliable and dependable.
9. 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](mailto:resumes@theroadhome.org). Please include the job title **Client Advocate, Swing Shift** in the subject line.

*The Road Home is an Equal Opportunity Employer*