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| Job title | Family Advocate | | |
| Reports to | Midvale Family Shelter Supervisor | Position Status | Full-Time |
| Salary Range | \$13.00/hour to start | Assignment | Full-Time/Benefited |
| EEO Class | Administrative Support Workers | FLSA Status | Non-Exempt |
| Shift | 11:30 pm to 8:00 am, Sunday through Thursday | | |

Job Summary

The Road Home seeks employees that have a deep commitment to the mission of serving families that are experiencing homelessness. Family 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 300 individuals in the Midvale Family Shelter nightly. Working here is an opportunity to build people and change lives!

Duties and Responsibilities

1. Provide quality customer service to our guests, 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 guests, and instruct them 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 guests.
6. Write incident reports where appropriate, maintain records of guest 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. Collaborate with case managers and other staff who each have roles in helping our guests to step out of homelessness.
10. Operate as part of a team that strives to serve the homeless in our community.
11. Maintain cleanliness and maintenance of our agency vehicles.
12. Other duties as assigned.

Education and Experience

High School Diploma or GED required.

Skills and Requirements

1. Excellent customer service skills.
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 guests about housing.
4. Good computer skills.
5. Willingness to accept supervision and direction.
6. Team player.
7. Reliable and dependable.
8. Must pass pre-employment background check and drug screen.

Physical and Equipment Requirements

Ability to lift 25 pounds.

Ability to stand and walk for an hour at a time.

Instructions to Apply

To apply, please email your resume to resumes@theroadhome.org and include the job title, **Family Advocate**, in the subject line.

The Road Home is an Equal Opportunity Employer