



Support and
Shelter for
Overcoming
Homelessness

Family Lead Advocate, Swing Shift | 2020

Job title	Family Lead Advocate, Swing Shift		
Reports to	Midvale Family Shelter Supervisor	Position Status	Full-Time
Salary Range	\$14.00/hour to start	Assignment	Full-Time is benefitted
EEO Class	Administrative Support Workers	FLSA Status	Non-Exempt
Shift	Sunday-Thursday, 3:30pm to Midnight		

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 Family Lead Advocate will perform a wide variety of duties relating to working directly with poverty and vulnerable populations. This team leader 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 at The Road Home is an incredible opportunity to make a difference in our community and to help change the lives of others.

Duties and Responsibilities

1. Delegate tasks in a fair manner to ensure needs of facility are met. This can include Incident Reports; rounds and tracking; daily counts; intake support and other duties as necessary.
2. Ensure all daily tasks required of the Family Advocate team are completed efficiently and effectively.
3. Serve as the point-of-contact to facilitate and/or assist with any/all emergencies, disaster, evacuation and safety plans. Physical presence is required during all assigned shifts.
4. Provide preliminary staff scheduling and on-going support for any/all shift change needs.
5. Provide direct assistance and information to family shelter residents after initial intake and throughout their stay in a caring, compassionate trauma-informed manner.
6. Communicate the needs of staff and clients to the Family Advocate Supervisor and Director of Family Crisis Services.
7. Complete shift reports for oncoming shifts, ensuring all pertinent information is relayed; including incidents, police/EMT calls, staffing situations, etc.
8. Provide residents with understanding of all safety-based shelter rules.
9. Create Incident Reports when necessary, and document in appropriate logs.

10. Identify and report problems or conditions to proper departments.
11. Communicate with supervisors, coworkers, other departments and community partners using e-mail or in person contact.
12. Assist in educating others about available resources.
13. Crisis Intervention and emergency interface with agencies such as: Paramedics, Fire Dept, Police Dept, Adult Probation and Parole and Child Protective Services.
14. Other duties 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. Ability to work independently and use sound judgment within the Trauma Informed framework to make decisions.
4. Understanding of the Housing First philosophy, and willingness to have conversations with clients about housing.
5. Knowledge of internal and community resources.
6. Flexibility, enthusiasm, and a commitment to make a difference.
7. Ability to actively listen, empathize, and offer support to clients.
8. Desire to inspire, motivate and support staff and clients.
9. Willingness to build skills and knowledge base by seeking out and participating in trainings, webinars, community tours, and other resources that might be beneficial to our clients. Agreement to participate and provide verification of 12 of these trainings, webinars, etc per year.
10. Good computer skills.
11. Willingness to accept supervision, direction, and constructive feedback from supervisor as well as peers.
12. Creativity and flexibility in problem solving.
13. Reliability and dependability.
14. Must pass pre-employment background check and drug screen.
15. CPR and First Aid & Safety certified.

Physical and Equipment Requirements

Ability to lift 25 pounds

Ability to stand and walk for an hour at a time

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Instructions to Apply

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

The Road Home is an Equal Opportunity Employer