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| Job title | Family Advocate-Housing Assistant Specialist | | |
| Reports to | Midvale Family Shelter Shift Lead | Position Status | Full-Time or Part-Time available |
| Salary Range | \$10.50 to \$11.50/hour to start | Assignment | Full-Time is benefitted |
| EEO Class | Administrative Support Workers | FLSA Status | Non-Exempt |
| Shift | Varied shifts (Days, Swings, Graves) | | |

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 Advocate-Housing Assistant Specialist will assist in providing housing searches and related housing services that will enable families to move out of homelessness and into the community. 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 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. Collaborate with case managers and other staff who each have roles in helping our clients to step out of homelessness.
10. Operate as part of a team that strives to serve the homeless in our community.

11. Provide families with assistance in researching leads provided by housing department.
12. Assist families with obtaining contact information for landlords and/or property managers.
13. Assist families with online applications and/or transportation to properties.
14. Reporting how prohibited items are disposed of and track exits for any/all individuals in which prohibited items were found whether on their person and/or belongings.
15. 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 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

Instructions to apply

To apply, please email resumes@theroadhome.org. Please include the job title **Family Advocate-Housing Assistant Specialist** in the subject line.

The Road Home is an Equal Opportunity Employer