



Support and  
Shelter for  
Overcoming  
Homelessness

# Family Advocate Supervisor | 2020

<b>Job title</b>	Family Advocate Supervisor		
<b>Reports to</b>	Midvale Family Resource Center Director	<b>Position Status</b>	Full Time, 40 Hours
<b>Salary Range</b>	\$18/hour to start-more depending on experience	<b>Assignment</b>	Regular/Benefited
<b>EEO Class</b>	First/Mid Level Officials and Managers	<b>FLSA Status</b>	Exempt
<b>Shifts</b>	Day Shift 7:30am-4:00pm Swing Shift 3:30pm-12:00am Graveyard Shift 11:30pm-8:00am Occasional after hours work required		

## Job Summary

The Road Home is seeking a highly motivated individual who is committed, compassionate, willing to be challenged, and who wants to make a difference in the lives of others. We, at The Road Home, believe that the people we serve deserve our best every day. The Family Advocate Supervisor will provide leadership and support to front line shelter staff at our Midvale Family Resource Center. They will provide high quality services to families seeking shelter at The Road Home. This position will work as part of a cohesive team of Family Advocate Supervisors to ensure a safe, supportive, Trauma Informed environment.

## Duties and Responsibilities

1. Provide direct supervision, guidance and support to front line staff.
2. Work with other Family Advocate Supervisors and the Midvale Family Resource Director to provide Trauma Informed Care services to guests in shelter.
3. Assist in maintaining a clean and safe facility for both guests and staff. Identify and communicate building and staff needs to the Director.
4. Identify and share resources provided in the community that may best serve our guests' needs.
5. Serve as an integral part of The Road Home's leadership team, providing feedback on staff and guest concerns and workshopping ways to enhance the services provided to guests.
6. Ensure that data related to safety report is done accurately.
7. Collaborate closely with other Family Advocate Supervisors as well as the Midvale Family Resource Center Director to ensure that all necessary information about guests is clearly communicated to multiple agency departments as well as to community partners.
8. Run daily shift change meetings with staff. Attend weekly meetings with other Family Advocate Supervisors and the Midvale Family Resource Center Director. Attend other meetings as needed.
9. Hire, train, and manage department staff. Ensure that they are providing high quality, Trauma Informed Care services.
10. Manage weekly staff schedule. Ensure each shift is adequately staffed in coordination with the Midvale Family Resource Center Director.
11. Prepare, review, and approve staff timesheets. Manage other departmental paperwork and administrative reports in a timely manner.
12. Ensure each shift is adequately staffed. If less than minimum required number of staff are in the facility, the Family Advocate Supervisor would come to work.

13. Other duties as assigned.

## Education and Experience

1. Previous experience working with diverse populations required.
2. High School diploma or GED required.
3. Bachelor's Degree from an accredited college or university preferred.
4. At least one year of direct supervisory experience preferred.

## Skills and Requirements

1. Excellent supervisory skills, with the ability to model compassionate and trauma-informed interactions with guests.
2. Ability to communicate to staff and guests effectively, both orally and in written form.
3. Ability to handle difficult situations with professionalism, compassion and from a trauma-informed perspective.
4. Excellent problem-solving skills and the ability to make appropriate and sound decisions in all situations, including crisis situations.
5. Demonstrate understanding of challenges faced by vulnerable populations, Trauma Informed Care, and Housing First philosophies.
6. Willingness to have conversations with guests about housing.
7. Ability to work with a wide array of people with sensitivity to differences in culture, religion, sexual orientation, race, age, physical and mental illness, and substance use.
8. Ability to remain calm in emergency and crisis situations and to support staff and guests as needed.
9. Able to work and lead a team effectively in a constantly changing and dynamic environment.
10. Familiarity with ClientTrack database is a plus.

## Physical and Equipment Requirements

Ability to lift 25 lbs.

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

## Instructions to Apply

To apply, please email [resumes@theroadhome.org](mailto:resumes@theroadhome.org). Please include the job title, **Family Advocate Supervisor**, in the subject line.

***The Road Home is an Equal Opportunity Employer***