



Support and  
Shelter for  
Overcoming  
Homelessness

# Housing Advocate Supervisor | 2019

<b>Job title</b>	Housing Advocate Supervisor		
<b>Reports to</b>	Facility Program Director	<b>Position Status</b>	Full-Time
<b>Salary Range</b>	Starting wage Minimum \$20.00/hour, DOE	<b>Assignment</b>	Regular/Benefited
<b>EEO Class</b>	First/Mid Level Officials and Managers	<b>FLSA Status</b>	Exempt
<b>Shift</b>	40 hours/week		

## Job Summary

The Housing Advocate Supervisor will be responsible for the overall administration of the Men's Resource Center shelter program serving 300 men per day. The Supervisor will provide leadership for the day to day operation of the facility and program accountability to ensure service goals are met or exceeded. The Housing Advocate Supervisor will ensure appropriate staffing levels for 24-hour staff coverage of South Salt Lake's Men's Resource Center. This individual will ensure shelter activities such as mail access, property storage, client check-ins, security screenings, bed management, incident response and other duties within established procedures and service delivery strategies.

Program management will focus on *Housing First* services to individuals who have experienced homelessness, as well as infusing Trauma Informed Care practices into the program. Programs will focus on assisting clients in obtaining and maintaining housing, as well as addressing the underlying causes of a household's homelessness.

This passionate self starter will support creativity and problem solving with staff and clients. The Supervisor will help streamline programs that end homelessness as quickly as possible for every individual we serve. The Supervisor will value and seek opportunities for input from clients and staff. The Supervisor will be a model for ethical, fair, competent and professional values, service delivery and client relations, including supportive and appropriate individual services to clients, client rights, confidentiality and boundaries, respect for personal dignity, worth and privacy of clients, the self-determination of clients in relation to their needs, problems, goals and interests.

## Duties and Responsibilities

### Program Management, Coordination and Development:

- Oversee all program operations to ensure success of the program in meeting the needs of single men experiencing homelessness.

- Work closely with the other departments in our agency as well as onsite and other community partners to develop and coordinate client services.
- Keep abreast of federal and local changes regarding homeless services, housing services and shelter as well as new and emerging best practices and research.
- Infuse Trauma Informed Care into client services.
- Carry out administrative duties including reports, collection of data, and development of resources, program evaluation and research.
- Work with Executive Leadership and the Accounting team to monitor and manage services budget, process invoices and maintain records.
- 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 residents.
- Assist in maintaining a clean and safe facility for both residents and staff. Identify and communicate building and staff needs to Director.
- Identify and share resources provided in the community that may best serve our residents' needs.

### **Staff Management:**

- Direct a diverse staff including 24/7 support staff, including 6 Housing Advocate Coordinators (who will directly supervise the Housing Advocates).
- Ensure highest quality of data entry and reporting.
- Support staff development and coaching.
- Lead weekly staffing meetings and other meetings as required or desirable.
- Supervision of approximately 5 FTEs with direct supervision to Housing Advocate Coordinators at the Men's Resource Center. Housing Advocate Coordinators supervise approximately 30 FTE's.

### **Community Liaison:**

- Maintain effective and cooperative inter-agency relationships, including attendance at community meetings and committees related to services.
- Serve as the primary point of contact for all community meetings and partnerships related to the Men's Resource Center.
- Build and foster relationships with partner agencies; including education, employment, mental health, substance abuse, and medical providers to support client services that can transition into housing stability support as the guests move out into the community.

### **Education and Experience**

- Bachelor's degree from an accredited college or university or equivalent experience in Social Work or other related field.
- At least one year of supervisory experience required, three years or more preferred.

- Minimum of one year of experience working with homeless or low-income populations required.
- Knowledge of homeless or severely at-risk populations.
- Knowledge and experience of administrative duties including project management, supervision of a diverse staff, reporting and presentation, computer fluency and organizational skills.

## **Skills and Requirements**

1. High degree of commitment, authenticity and integrity.
2. Proven leadership and management skills in a complex and dynamic human services environment.
3. Extensive knowledge of homeless populations and the practice of Housing First.
4. Experience associated with current trends in trauma-informed care, harm reduction and recovery principles and standards of care, and strengths-based case management.
5. Knowledge of mainstream resource programs.
6. Current State Licensure is a plus.
7. Must pass a pre-employment drug screen and background check.
8. Must be licensed to drive a vehicle and be insurable under the agency insurance policy.

## **Physical and Equipment Requirements**

Ability to lift 25 pounds

Ability to stand and/or walk for an hour or more at a time

## **Instructions to Apply**

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

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