



Support and
Shelter for
Overcoming
Homelessness

Lead Family Advocate, Swing Shift | 2019

Job title	Lead Family Advocate		
Reports to	Family Advocate Supervisor	Position Status	Full Time, 40 Hours
Salary Range	\$11.50 to \$19.50/hour to start	Assignment	Regular/Benefited
EEO Class	Administrative Support Workers	FLSA Status	Non-Exempt
Shift	Swing Shift, 3:00pm-11:30pm		

Job Summary

The Road Home seeks employees that have a deep commitment to the mission of serving adults and families in our community that are experiencing homelessness. We are looking for highly motivated and energetic individuals who are committed, compassionate, willing to be challenged, and who want to make a difference in the lives of others. The Lead Family Advocate will provide excellent customer service, resources, and support to our clients from a Trauma Informed and Housing First perspective.

The Lead Family 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. We, at The Road Home, believe that the people we have the privilege to serve deserve our best every 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. Serve as the primary point-of-contact for staff on grave shift in 24/7 facility and ensure all Family Advocate team daily tasks are completed efficiently and effectively.
2. Provide direct assistance and information to family shelter residents after initial intake and throughout their stay in a caring, compassionate and trauma-informed manner.
3. Communicate the needs of staff and clients to the Family Advocate Supervisor and Director of Family Crisis Services.
4. Complete Shift Reports for oncoming shifts, ensuring all pertinent information is relayed; including incidents, police/EMT calls, staffing situations, etc.
5. Provide residents with understanding of all safety-based shelter rules.
6. Create Incident Reports when necessary, and document in appropriate logs.
7. Identify and report problems or conditions to proper departments.

8. Communicate with supervisors, coworkers, other departments, and community partners using e-mail or in person contact.
9. Assist in educating others about available resources.
10. Crisis intervention and emergency interface with agencies such as: Paramedics, Fire Dept, Police Dept, Adult Probation and Parole, Child Protective Services.
11. Other duties as assigned.

Education and Experience

High School Diploma or GED required.

Experience working with diverse populations preferred.

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.

Physical and Equipment Requirements

Ability to lift 25 pounds

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

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Instructions to apply

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

The Road Home is an Equal Opportunity Employer