



Support and  
Shelter for  
Overcoming  
Homelessness

## Resident Advocate – Palmer Court | 2020

### Job Summary

|                     |   |                        |                   |
|---------------------|---|------------------------|-------------------|
| <b>Job title</b>    | Resident Advocate – Palmer Court                                    |                        |                   |
| <b>Reports to</b>   | Assistant Property Manager 2  | <b>Position Status</b> | Full-Time         |
| <b>Salary Range</b> | \$13.00/hour to start   | <b>Assignment</b>      | Regular/Benefited |
| <b>EEO Class</b>    | Administrative Support Workers                                      | <b>FLSA Status</b>     | Non-Exempt        |
| <b>Shift</b>        | 40 hours per week, varying shifts that include Day and Swing shifts |                        |                   |

The Road Home seeks employees that have a deep commitment to the mission of serving adults and families that are experiencing or have experienced homelessness. Resident Advocates will provide excellent customer service to these individuals, while working for the state's largest supportive housing development for formerly homeless individuals.

The Advocate will work at the front desk of a 201-unit apartment building and perform a wide variety of duties relating to working with poverty and vulnerable populations. This team member will work in a beautifully renovated hotel featuring studio, one-bedroom and two-bedroom apartments for chronically homeless single men, women and families. Working here is an opportunity to build and change lives!

### Duties and Responsibilities

1. Provide excellent customer service to our residents and their families, guests, donors, vendors, community agencies, etc.
2. Be able to communicate effectively and handle difficult situations.
3. Work with people who have experienced trauma from a Trauma Informed Care perspective.
4. Work with diverse clients - being culturally responsive and approaching clients who are from different racial, socio-economic, and ethnic communities with respect and openness.
5. Provide crisis intervention as needed; including determining when it is necessary to involve other staff, administration, or the authorities.
6. Provide clear, specific and consistent information to residents, and instruct residents of property rules/procedures.
7. Monitor the activities of residents to ensure the safety of residents, volunteers and staff.
8. Assist in resolving conflicts which may arise among residents.
9. Work well in a public service-delivery environment, which can often be fast paced and require excellent multi-tasking skills.
10. Assist in maintaining a clean and safe facility, identifying special needs and referring needs to supervisor.
11. Perform rounds to check the building for safety and security.
12. Draft incident reports where appropriate, maintain records of resident and guest activity, and maintain an accurate shift log.
13. Operate as part of a team that strives to serve people who have/are experiencing homelessness in our community.
14. Check resident's guests in and out.

15. Other duties as assigned.

## Education and Experience

1. High School diploma or GED required.
2. Experience working with diverse and vulnerable populations preferred.

## Skills and Requirements

1. Able to maintain a professional, customer service-oriented attitude at all times, especially in difficult and challenging situations.
2. Ability to excel in a diverse, collaborative team environment.
3. Ability to multi-task, remain calm, and problem solve in demanding and unpredictable situations.
4. A respect for diversity and the ability to meet with homeless individuals of diverse backgrounds and disabilities; including physical, mental, substance abuse, HIV/AIDS, etc. Able to develop rapport, provide information, and refer with sensitivity to cultural issues.
5. Able to use effective conflict resolution skills to resolve issues between residents and sometimes between residents and staff.
6. Ability to work and communicate with staff, residents and their families, donors, vendors, community agencies, etc and to meet their needs in a polite, courteous and cooperative manner.
7. Possess well-developed decision making skills and attention to detail with a high level of accuracy.
8. Willingness to be trained on the Trauma Informed Care philosophy and implement it into your daily work.
9. Familiarity with the Housing First philosophy.
10. Exceptional boundary setting skills/ability to set and observe appropriate boundaries with residents.
11. Excellent verbal and written communication skills.
12. Developed sense of empathy.
13. Excellent organizational and time management skills.
14. Good computer skills.
15. Willingness to accept supervision and direction.
16. Reliable and dependable.
17. 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](mailto:resumes@theroadhome.org) and include the job title **Resident Advocate – Palmer Court** in the subject line.

*The Road Home is an Equal Opportunity Employer*