



Job title	Seasonal Client Advocate		
Reports to	Shelter Supervisor	Position Status	Seasonal, Full time and Part time Graveyard Shift & Swing Shift October 1, 2018- April 1, 2019
Salary Range	\$10.50 to \$11.50/hour to start	Assignment	Regular/Non-Benefited
EEO Class	Administrative Support Workers	FLSA Status	Non-Exempt
Shift	Current shift openings: Graveyard shift (11:00pm-7:30am) and Swing shift(6:00pm-11:30pm) Full-Time and Part-Time shifts available. Flexible hours. <i>*End of season bonus available*</i>		

Job Summary

The Road Home seeks employees that have a deep commitment to the mission of serving members of our community that are experiencing homelessness. Seasonal Client Advocates will provide compassionate and quality customer service to these individuals while working for the state's largest homeless shelter system.

The Seasonal Advocate will help to provide safe and warm shelter to homeless and vulnerable individuals during the winter. This team member 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. 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. Operate as part of a team that strives to serve the homeless in our community.
10. Referral to local substance abuse programs.
11. 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, direction, and constructive feedback.
6. Creativeness in problem solving.
7. Team player.
8. Reliable and dependable.
9. 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 **Seasonal Client Advocate** in the subject line. Please include which shift you are interested in (Graveyard Shift or Swing Shift, Full-Time or Part-Time).

The Road Home is an Equal Opportunity Employer