

FAMILY SHELTER ADVOCATE

Accountable to: Emergency Family Shelter Team and CEO **Date:** 9/7/18

Current Pay Rate : \$14.50/hr **Status:** Full-Time Hourly

General Job Duties and Responsibilities

Family Shelter Advocate is responsible for providing empowerment-based direct services to adult and child residents at the YWCA Emergency Family Shelter. Direct services include shelter intakes, crisis intervention, providing emotional support, community resource referrals, plan of action discussions, conflict resolution and parenting support. The Family Shelter works on a team model with all staff positions being equal and sharing responsibilities. MUST be able to take initiative and work collaboratively. Ability to work holidays, evenings, weekends, weekdays, overnights and on-call as needed.

Principal Job Duties

- Assist with the daily living needs of shelter residents, including accessing phone, food, transportation, medications and personal care items. This includes transporting residents in a personal or company vehicle as needed.
- Facilitate conflict resolution and cooperative communal living between residents.
- Promptly address problems that arise with residents, respectfully revisiting guidelines and making recommendations for warnings and exit notices to Shelter Team as needed.
- Take appropriate steps to deal with emergency situations with the goal of maintaining the safety and confidentiality of all residents.
- Model and actively promote positive, nurturing interactions between adults and children, and assist parents in utilizing positive, non-violent parenting techniques.
- Participate in a team-oriented approach by attending resident, shelter staff and full YWCA staff meetings.
- Help residents access needed resources by having knowledge of and positive professional relationships with community programs and service providers.
- Conduct ongoing meetings to support residents in achieving their Individual Plan of Action (IPOA) goals.
- Maintain shelter at maximum capacity by promptly conducting shelter exits, intakes and orientations.
- Maintain accurate and up to date record keeping of resident files, waiting list and other databases.
- Oversee resident discharge to include removal of personal items, exit surveys and coordinating with janitorial staff for the cleaning of rooms after resident exit.
- Adhere to all agency policies and practices including confidentiality, mandatory reporting, professional boundaries and ethical standards.
- Professionally represent YWCA Emergency Family Shelter at stakeholder meetings as necessary.
- Promptly inform building maintenance staff of shelter maintenance needs.
- Serve as backup for on call coverage as needed.
- Other duties as assigned.

Required Knowledge/Skills

- A minimum of one year of experience working with vulnerable populations, particularly individuals experiencing homelessness.
- Experience working in a residential setting.
- Ability to work in a team environment.
- Strong written and verbal communication skills.
- Highly skilled in conflict-resolution.
- Strong professional boundaries.
- Proficient with Microsoft Office programs.
- Valid NC Driver's License, auto insurance and reliable transportation.
- Ability to work evenings, weekends, overnights and holidays.

Preferred Qualifications

- Bachelor's degree in social work, psychology, counseling, sociology, or other human service field from an accredited college/university.
- CPR/First Aid Certified.

To Apply

- Send resume and cover letter email to: resumes@ywcagsonc.org
- Please put "YWCA Family Shelter Advocate" in the subject line
- Attachments must be in .doc or .pdf format; do not include resume in the body of your email