

Family Shelter and Emergency Housing Advocate

Job Description

Summary

The Family Shelter Advocate is responsible for providing empowerment-based direct services to adult and child residents at the Emergency Family Shelter. Direct services include shelter intake, crisis intervention, emotional support, community resource referrals, plan of action discussions, conflict resolution and parenting support. Ability to work holidays, evenings, weekends, weekdays, overnights and on-call as needed. Report to Emergency Family Shelter Director.

Duties and Responsibilities

Emergency Family Shelter

- Provide oversight of the shelter facility and guests.
- Develop and maintain positive relationships with guests, volunteers, donors, residents and community partners. Promote teamwork and model professionalism at all times.
- Facilitate intake, orientation and tours of the shelter.
- Address problems and concerns when they arise between residents and staff or residents and residents.
- Take the appropriate steps when dealing with emergency situations with the goal of maintaining confidentiality and safety of all residents.
- Nurture interactions between adults and children while assisting with non-threatening parenting techniques.
- Assist with the daily duties of the shelter as well as the living needs of shelter residents; cleaning, organizing, giving residents access to phone, food, transportation, medications and other personal care matters.
- Conduct ongoing weekly meetings to support residents in achieving their Individual Plan of Action.
- Provide daily reports and as needed reports to shelter staff as well as the CEO.
- Maintain all record keeping, databases (HMIS-Homeless Management Information System), shelter waiting list and files of the residents.
- Oversee resident discharges, exit interviews and coordination with the cleaning of rooms.
- Monitor and report the number of shelter beds available for placement of families to the CEO.
- Participate in team-oriented meetings and full staff meetings to stay abreast of any changes in the community as well as in the shelter.
- Adhere to all agency policies and procedures including confidentiality, mandatory reporting, professional boundaries and ethical standards.
- Serve as a backup for on call coverage as needed.
- Provide and implement leadership with guidance and support to all residents and staff.
- Additional duties assigned as needed.

Emergency Housing

- Facilitate and collect VI-SPDATS (Housing Assessment Tool) and timelines of all residents for placement of housing.
- Attend weekly Coordinated Entry Assessment meetings to advocate for housing vouchers any other housing resources.
- Coordinate with PEH (Partners Ending Homelessness) and other agencies for shelter placements.
- Build and maintain community partners (Property Managers, Private Landlords, Income Based Housing, Greensboro Housing Authority etc) who are willing to work with the YWCA Rapid Rehousing program.
- Strategize and implement various tactics to ensure efficient and effective delivery of services.
- Work as a team with families on goal planning, goal setting and goal achievements.
- Develop and update Family Goal Plans utilizing a strength based and empowerment approach.
- Link and refer Rapid Rehousing families to internal and external community resources. Complete weekly and monthly home visits to support families in maintaining their housing.
- Record all data in HMIS and families files.
- Turn in monthly timesheets to Emergency Family Shelter Director. Scan and update all receipts of family's security and utility deposits.

- Gain knowledge of how to complete a YWCA Rapid Rehousing Comp report.

Education and Experience

- Bachelor's degree in social work, psychology, counseling, sociology, or other human service field from an accredited college/university.
- A minimum of two years' experience working with vulnerable populations, particularly individuals experiencing homelessness.
- Strong written and verbal communication skills.
- Highly skilled in conflict-resolution.
- Maintain rapport and professional boundaries with residents in the shelter.
- Proficient with Microsoft Office programs.
- Valid NC Driver's License, auto insurance and reliable transportation.
- Ability to work evenings, weekends, overnights and holidays.
- Bilingual in English & Spanish a plus.
- CPR/First Aid Certified a plus.

Work Schedule

- Full-time with flexible hours varying according to the needs of YWCA Greensboro.

Salary

- Salary is commensurate with education and experience.

The YWCA Greensboro is an Equal Opportunity Employer. As such, in compliance with and as required by federal and state law, all applicants are considered without regard to race, color, religion, national origin, sexual orientation, age or disability.