

Family Shelter 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. The ideal candidate will promote teamwork and model professionalism at all times. The Family Shelter Advocate reports directly to the Emergency Family Shelter Director, and must maintain ability to work holidays, evenings, weekends, weekdays, overnights, and on-call as needed.

Duties and Responsibilities

- Provide oversight of the shelter facility and guests.
- Develop and maintain positive relationships with guests, volunteers, donors, residents and community partners.
- Facilitate intakes, orientations and tours of the shelter.
- Address problems and concerns when they arise between residents and staff or between 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 and other personal care matters.
- Plan, prepare and serve donated dinner meals as needed.
- Conduct one on one family meetings to support residents in achieving their Individual Plan of Action.
- Personalize and adapt educational materials to facilitate bi-weekly life skill workshops for residents.
- Provide daily reports and as needed reports to the Shelter Director.
- Maintain record keeping, databases (HMIS-Homeless Management Information System) and shelter waiting list.
- Monitor and report the number of shelter beds available for placement of families to the Shelter Director.
- Oversee resident discharges, exit interviews and coordination with the cleaning of rooms.
- Participate in shelter team meetings and YWCA staff meetings to stay abreast of any changes within the organization and community.
- Adhere to all agency policies and procedures including confidentiality, mandatory reporting, professional boundaries and ethical standards.
- Additional duties assigned as needed.

Education and Experience

- Bachelor's degree in social work, psychology, counseling, sociology, or other human service field from an accredited college/university.
- Minimum of (1) year of experience working with vulnerable populations, particularly individuals experiencing homelessness.
- Proficient in Microsoft Word, Excel, PowerPoint and other computer skills.
- Valid NC Driver's License, auto insurance and reliable transportation.
- CPR/First Aid Certified preferred.

Required Knowledge and Skills

- Strong written and verbal communication skills.
- Highly skilled in conflict- resolution with effective crisis intervention skills.
- Ability to work independently with strong leadership skills.
- Sound decision making, judgement and time management skills.
- Knowledge of mental health, substance use, family dynamics, and other topics related to homelessness.

- Competence in preparing and presenting educational materials for residents.

Work Schedule

- Full-time evening hours Monday through Friday 3pm – 11pm with the flexibility of varying shifts according to the needs of YWCA Greensboro.

Salary

- Salary is commensurate with education and experience ranging from \$15-17 per hour.

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.