

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. Promote teamwork and model professionalism at all times. Ability to work holidays, evenings, weekends, weekdays, overnights and on-call as needed. Report to Emergency Family Shelter Director.

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 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 and other personal care matters.
- Conduct one on one family meetings to support residents in achieving their Individual Plan of Action.
- Provide daily reports and as needed reports to the Shelter Director.
- Maintain record keeping, databases- excel sheet(s) and shelter waiting list.
- Ensure 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.
- Mental health, substance use, family dynamics and other related topics to homelessness.
- Competence in preparing and presenting educational materials for residents.

Work Schedule

- Overnight hours Saturday through Tuesday 11pm – 9am.

Salary

- Salary is commensurate with education and experience ranging from \$31,000 to \$33,000 per year.

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.