

Job title: Shelter Advocate

Job Summary: Provide ongoing guidance to shelter residents and assist with daily operations at Tommy's Place.

Core Responsibilities:

- Provides services in accordance with all Townhall II/Tommy's Place policies and procedures as well as the Agency Mission Statement.
- Provides a positive environment for all shelter residents, keeping them safe and encouraging personal recovery.
- Perform all Tommy's Place duties, including monitoring residents' compliance with rules of the house, implementing the shelter schedule, monitoring residents' completion of their chores and any phone calls they are permitted to make.
- Coordinate the daily provision of meals for shelter residents
- Orient residents to the rules and expectations outlined in Tommy's Place Rules and Expectations binder.
- Perform room searches as assigned by Homeless Outreach Manager, and property inspections at time of admission and discharge.
- Monitor residents' safety while performing their chores, including food handling and Shelter cleaning activities.
- Document all shift activities in the Shelter logbook prior to the completion of each shift in a legible and professional manner.
- Communicate all concerns for residents' physical, mental and emotional health to the appropriate professional, particularly the Homeless Outreach Manager or provider when appropriate.
- Have a working knowledge of all safety procedures, including fire, bomb, and tornado drills and be able to implement these procedures in the event of an emergency.
- Respond promptly and appropriately to all emergencies, notifying the appropriate personnel and supervisors as needed.
- Interact with residents in a courteous and professional manner, as well as their families, coworkers and other service agency professionals.
- Complete all assigned staff training, professional development meetings and attend shelter/agency staff meetings.
- Performs other duties as assigned by the Homeless Outreach Manager.

Competencies:

- Strong interpersonal skills
- Customer and stakeholder focus
- Knowledge of evidence-based practices that are appropriate to work with individuals experiencing homelessness.
- Basic computer knowledge and familiarity with MS Word and Excel.
- Communication proficiency- strong writing and grammar use
- Time Management skills
- Ability to work independently
- Team-oriented approach to helping others
- Flexibility to meet changing responsibilities/duties.

Expected Hours of Work:

Tommy's Place is a 24/7 low barrier shelter. To meet the needs of the individuals served hours include:

- Saturday and Sunday First shift
- Monday through Sunday Second Shift
- Monday through Sunday Third Shift

Supervisory Responsibilities: None

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The responsibilities must be carried out according to the organization's policies and applicable laws. The requirements listed are representative of the knowledge, skills, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

Education and Experience: Minimum requirements include high school diploma or a general education degree. The requirements of this position are subject to regular review at the discretion of the director or any changes in state credentialing or funding regulations.

Physical Demands: While performing the duties of this job, the employee frequently exhibits manual dexterity when operating a vehicle or working on the computer. Frequently talks and hears when working with job contacts. The employee frequently sits for extended periods of time and occasionally stands and walks. Vision demands close, relatively detailed vision, with the ability to adjust focus when typing and reading a computer screen and documents. Employees occasionally lift items up to 10 pounds.

Certificates, Licenses and Registrations: None required – opportunities available once hired

Employee Name:

Employee Signature:

Date: