

Allied Churches

Job Description: Shelter Advocate

Exempt: No (Hourly)

Date: Feb 2014

Supervisor: Executive Director

SUMMARY: The Shelter Advocate facilitates the smooth operation of the shelter and monitors the safety and security of all shelter residents in a supportive and comfortable environment. Areas of responsibility may include accurate shelter records, monitoring resident compliance with program guidelines, greeting volunteers and donors, supervising meal preparation, resident house chores, and documenting all activity.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- **Support Allied Churches vision creating and delivering impactful service plans for participants that focus on achieving outcomes in the areas housing, education, employment, mental health wellness, relationships, and overall well-being.**
- **Collaborate with on-site / local resources to help participants address / overcome barriers**
- **Effectively and proactively communicate participant and/or program progress and concerns**
- **Ensure the recordkeeping / reporting system is accurately maintained**
- **Complete program-related reporting on-time and accurately**

Focus area duties and responsibilities – Shelter:

- Responsible for the care, welfare, safety, and security of guests during their shelter stay
- Ensure fair procedures and practices, as well as safety within the facility
- Provide information and referrals to shelter guests
- Serves as a consistent, positive and appropriate role model to Allied Churches guests and volunteers.
- Completes client intakes/exits and assists in maintaining and updating guest files including timely data entry into organizational database.
- Distribute clothing, linens, toiletries, and any other items supplied by the program
- Provide general site clean-up, reporting any maintenance or janitorial needs to the Facilities / Kitchen Manager or Executive Director in a timely manner
- Conduct bed, facility, and perimeter checks
- Assist with monitoring meals and meal preparation.
- Handle all emergencies by contacting appropriate staff/agencies
- Report any incidents and completes incident report
- Participate in meeting the program's service delivery goals and outcomes.
- Attend weekly staff meeting.
- Complete a daily shelter reports, shelter shift logs, Bed list updates, etc.

Other duties and responsibilities:

- Represent Allied Churches and programs appropriately to volunteers, donors, outside agencies, and the general public
- Accept donations and hand out donation receipts.
- Provide a range of sensitive and appropriate services to people who are homeless or at risk of homelessness;
- Attend and participate in trainings and community events as necessary.
- Participate in trainings and meetings, demonstrating a positive and motivating "team approach" when interacting with team members and actively participate in ongoing development and strength building of the Allied Churches Team.
- Contribute to maintaining high standards of all property and equipment
- Perform other duties as may be assigned by Executive Director or Supervisor.

QUALIFICATION REQUIREMENTS:

Education And / Or Experience: Associate degree in Human Service or related field **and / or** two (2) years' experience working with high risk, homeless population (human services, criminal justice, social work, education).

Certificates, Licenses, Registrations: Valid North Carolina Driver's License, ability to pass a background / drug check.

Other Skills and Abilities: This individual must be committed to homeless issues, be creative, self-motivated, and possess the ability to work independently. Because of the direct access to our homeless population and the community resources available to meet their needs, it is important the successful candidate be skilled in advocacy and negotiating. Excellent crisis intervention and conflict resolution skills. Must have the ability to take direction from others and work well in a team setting. Must have excellent personal and professional boundaries. Proficient in Microsoft Office Applications. Ability to remain flexible, work under pressure and deadlines, and deal with interruptions in the workplace. Ability to work evenings and some weekends.

CORE COMPETENCIES:

Communication: Ability to share information in an effective and collaborative manner.

Innovativeness / Imitative: Ability to be creative, challenge and demonstrate initiative to generate improvements and foster positive outcomes.

Teamwork: Ability to function effectively in team situations both within and across departments and other organizations to achieve optimal collective results.

Knowledge & Technical Skills: Ability to demonstrate proficiency in technical and job knowledge aspects of the position to achieve a high level of performance. Ability and desire to learn.

Personal Effectiveness: Ability to demonstrate respect, dignity, and integrity in interpersonal relationships. Demonstrate positive personal coping and wellness strategies.

Position is a grant funded position. In addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Allied Churches.

Acknowledgment

I agree that I have read and understand the responsibilities assigned to this position.

Staff Signature: _____

Executive Director: _____

Date: _____

Employment Status:

Salary: