

FamilyTime Crisis and Counseling Center Job Description

Job Title: Part Time Shelter Advocate Saturday/Sunday 3pm-11pm

Department: Shelter

Reports To: Shelter Manager

Position Summary:

Making decisions on suitability of client intakes; answering crisis helpline calls and assessing client needs and providing community resource referrals as needed; ensuring shelter is a safe and clean environment; provide residents with day-to-day necessities; perform daily client paperwork.

Essential Duties and Responsibilities:

- Provide non-judgmental, non-directive support and referral information to clients.
- Client intakes – screen and complete documentation, orientation and exit documentation.
- Keep Shelter Manager and/or Executive Director informed at all times.
- Enforce shelter policies and procedures.
- Assist clients by assessing needs, setting goals and providing resources.
- Work cooperatively with other staff to ensure optimal utilization of resources and efficient management of the program.
- Assure shelter environment clean and safe at all times.
- Monitor building security
- Maintains current information on and acts as liaison with other area shelters.
- Communicates with other programs and departments to facilitate client services.
- Communicate effectively with clients, and remain assertive when needed.
- Supervise the preparation and serving of meals to clients and their family.
- Monitor children and re-direct behavior as needed.
- Model parenting skills for clients.
- Maintain client files and log books
- Prepare daily chore list and monitor resident chores
- Perform random room checks.
- Provide crisis intervention assistance to prospective residents and incoming residents.
- Conduct telephone assessment interviews and intake/exit process.
- Make emergency referrals and provide information to residents regarding services of staff and volunteers.
- Keep statistical records for end of the month reports and keep daily house census and daily log reports current.
- Assistance in locating other safe housing for clients as needed.
- Provide client transportation.
- Assist with coverage of other shifts and holidays as needed.

- Attend staff meetings, development, trainings, and grant meetings/conferences as required.
- Other duties as assigned.

Qualifications:

Associate's degree or equivalent from two-year college or technical school; or High School Diploma and one-year experience in related field; Excellent interpersonal communication skills; Must be able to pass a background check; Must be authorized to work in the United States.

Language Ability:

Bilingual Preferred (English/Spanish); Ability to write, read and comprehend simple instructions, short correspondence, and memos; Ability to write reports, business correspondence; Ability to effectively present information and respond to questions from groups of managers, clients, customers or employees of organization.

Work Environment:

Moderate noise (business office with computers and printers, light traffic and phones).

Physical Demands:

Stand, Walk, Sit, Use hands to fingers, reach with hands and arms, talk and hear; Lift 15 –20 lbs.

Job Type: Part-time

Pay: \$12.25 per hour

The above job description is not intended to be an all-inclusive list of duties and standards of the position. The employee will follow any other instructions, and perform any other related duties as assigned by their manager. This job description is subject to change at the discretion of the agency.