



POSITION DESCRIPTION

Position: **Shelter Advocate/Lead Shelter Advocate** Status: Non-Exempt/Hourly
Reports to: Shelter Supervisor Hours: Part-Time and Full-Time Positions (depending on hire)
Date Prepared: April 1, 2019

POSITION SUMMARY:

Shelter and Lead Shelter Advocates, under the supervision of the Shelter Supervisor, are responsible for assuring quality service to all program participants in a compassionate and professional manner as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, and performance of all work duties as required. Work is performed in a cost effective and service-oriented manner as it relates to established organizational standards. Shelter Advocates must attend required staff meetings. Other duties may be assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Shift Advocate Duties Both Lead and Non-Lead

- Supervise guest activities and respond to all guest questions and concerns.
- Explain program requirements and regulations to new guests and ensure compliance of these regulations in a supportive manner.
- Coordinate bed assignments, smoke breaks, and other daily routines.
- Provide "awake" shift coverage and maintain grounds security at all times.
- Provide emergency assistance to guests and co-workers as necessary.
- Perform housekeeping and other maintenance tasks as needed, i.e. change light bulb, plunge toilet, etc. Maintain staff area cleanliness, etc.
- Address any behavior issues that creates disharmony, criminal, or otherwise non-productive behavior.
- Role model positive, professional behavior including appearance and communication with others.
- Log shelter activities into a centralized online "log" in order to maintain communications among staff.
- Write and submit incident reports and written violations.
- Document and notify management of guest concerns, potential workflow problems and/or any exceptions to policy that can impact program security.
- Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
- Maintain a working knowledge of fire, safety, and health standards to assure a safe work environment for clients and all personnel.

Shift Advocate Duties Lead Only

- Serve as the primary contact to the Shelter Supervisor, ensuring that only a Lead engages the Shelter Supervisor after hours.
- Complete and approve Out of County Exception Forms.
- Serve as liaison with law enforcement or Emergency Medical Technicians as needed, and/or when they arrive at the shelter.
- Review all logs nightly for accuracy and timely completion.
- Review all new intakes completed by a Shelter Advocate.
- Ensure that all regular Shelter Advocates are performing their job duties as assigned and with compassion and clear direction.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Synthesizes complex and/or diverse information; collects data.
- Design - Demonstrates attention to detail.
- Problem Solving - Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Technical Skills – Strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service – Manages difficult or emotional situations; responds promptly to client needs; meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Judgment – Includes appropriate people in decision-making process.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; asks for and offers help when needed.

Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication – Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- Teamwork – Contributes to building a positive team spirit; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Leadership

- Change Management – Develops workable plans; builds commitment and overcomes resistance; prepares and supports those affected by change.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation – Meets challenges with resourcefulness; generates suggestions for improving work; presents ideas and information in a manner that gets others' attention.
- Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Organization

- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

- Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

BUSINESS NECESSITY:

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore it may become necessary to make modifications to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance notice, to change in how business is conducted and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY:

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

There are no supervisory responsibilities related to managing other staff. But Shelter Monitors are responsible for overseeing the safety of the shelter guests from 4 pm to 7:15 am (the following day). Carries out supervisory responsibilities of guests in accordance with Hospitality House's policies and applicable laws.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of volunteers, shelter guests and employees of the organization.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software; Word Processing Software (Word); Electronic Mail Software (Gmail).

CERTIFICATES, LICENSES, REGISTRATIONS:

- Current vehicle insurance and a valid CA state driver's license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Three to six months experience providing support to homeless people or people in need preferred.
- Possesses good "people skills" and is comfortable working within a collaborative work setting.
- Has a natural ability to show compassion and empathy while also being firm, fair and consistent in upholding the rules of Hospitality House. Modifies words and actions by gauging individual needs and the state of mind of guests/clients.
- Understands implicitly how to de-escalate situations to encourage the best possible outcome.
- Uses a computer to access, input and retrieve work-related information and to prepare written documents.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, sit and walk (including up and down stairs); use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell.

The employee must occasionally lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

NATURE OF SUPERVISION RECEIVED:

Must be able to work independently toward attainment of operational goals and contract compliance.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Printed Name: _____ Date _____

Signed: _____