



## Pathways to Housing

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This full-time, overnight position is located in Grass Valley, California (a halfway point between Lake Tahoe and Sacramento).

Hospitality House began as a shared vision in 2005 when concerned Nevada County citizens came together to help individuals struggling with homelessness. After operating as a nomadic shelter for eight years, Hospitality House opened its doors as an emergency shelter, Utah's Place, in 2013. It became the first and only permanent homeless shelter in Nevada County and remains the only general use emergency shelter today. Hospitality House plays a critical role in the community, offering emergency shelter, street outreach, food, clothing, job training, customized case management, mental health counseling, enrichment classes, transportation, recuperative care, pet-care, housing assistance, and homelessness prevention services.

If you share our vision of helping Nevada County residents return to housing with care and compassion, we invite you to join our team! The Shelter Advocate plays a critical role on the frontlines of addressing homelessness in our county. The ideal candidate brings a passion for helping others, experience working with vulnerable populations, and a can-do attitude.

### POSITION SUMMARY

Under the supervision of the Shelter Advocate Supervisor, the Shelter/Community Advocate is responsible for implementing day-to-day operations and safety protocols of the shelter and its immediate surrounding areas. The Shelter/Community Advocate is also responsible for guest support, coordination of shelter activities, and guest/client related community engagement.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

(Shift advocate duties both lead and non-lead)

- Coordinates and supervises all overnight shelter activities.
- Monitors property for safety and security.
- Ensures adhere to shelter policies and procedures.
- Supports physical and emotional safety within the shelter. Provides emergency assistance to guests and co-workers as necessary.
- Performs housekeeping and other maintenance tasks.
- Addresses guest-related issues in a respectful, timely, and appropriate manner.
- Role models positive, professional behavior.
- Documents and enters shelter activities into appropriate logs.
- Writes and submits shelter-related incident reports.
- Documents and notifies management team regarding guest concerns, potential workflow problems, and/or any safety/security issues.
- Maintains working knowledge of fire, safety, and health standards assuring a safe work environment for clients, guests, volunteers, and personnel.
- Attends staff meetings.
- Other duties as assigned.

### 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 the following: Microsoft 365 (previously Microsoft Outlook) including Word and Excel, Google, data entry, cell phone, and other basic office computer skills.

**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 people experiencing homelessness preferred but not required.
- Has a natural ability to show compassion and empathy while also being firm, fair, and consistent in upholding the rules of Hospitality House.
- Has implicit understanding as to how to de-escalate situations to encourage the best possible outcome.

**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.

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