

NO EXPERIENCE NECESSARY! Come join our Hospitality House team as an entry level Shelter and Community Advocate. Just bring your passion for helping others and we will train you on your new career.

This full-time 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 shelter activities such as bed assignments, daily chores, and other daily duties.
- Appropriately responds to guest questions and concerns in a respectful, appropriate, and timely manner.
- Ensures guests agree and adhere to shelter policies and procedures.
- Support 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.

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.

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.

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.

PAY RATE

\$18.00 - \$22.00 an hour.

Hospitality House offers a comprehensive benefits package for all full-time employees which includes 100% medical insurance including mental health coverage, dental and vision insurance, long and short term insurance, life insurance, and 401k.

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