POSITION TITLE: Shelter Advocate

REPORTS TO: Shelter Director

POSITION SUMMARY: This employee provides services to ensure that the shelter operate on a continual basis and is responsible for maintaining on-site safety and security of the shelter and its residents during scheduled shift hours. Normal work shifts are overnight, weekend and holidays. This includes operation and control of electronic security and fire alarm system, the securing of all gates and entrances both inside and outside the shelter, ensuring that only authorized persons are granted admission to the building by personally answering the door (residents are not allowed to answer the door), and appropriately responding to incidents involving threats to the safety and security of the shelter and its residents by following approved agency procedure.

I. DUTIES AND RESPONSIBILITIES

A. Direct Service

1. Receives incoming crisis calls and makes referrals
2. Admits and processes clients, including immediate needs assessment, if needed overnight
3. Provides for immediate client needs, including stabilization as well as any material needs.
4. Provides availability for emergency backup to shelter staff
5. Monitors resident compliance with shelter safety and communal living rules
6. Other duties as assigned

B. Shelter Security and Operations

1. Secures the Shelter:
   1. Ensures all clients are in shelter during safe hours
   2. Locks outside gate
   3. Ensures all doors and windows are locked
   4. Sets alarm system and turns on outside lighting
   5. Maintains records for security and management of shelter during the night
   6. Follows established safety procedures to maintain shelter, staff, and resident security
2. Monitors shelter premises to document room conditions, hygiene and safety issues
C. Professional Communication
   1. Provides regular documentation of resident issues.
   2. Communicates daily with day staff regarding resident issues.
   3. Keeps abreast of resident information and policy/procedure changes.
   4. Alert on-call staff, director supervisor or CEO in the event of emergencies.

D. Inventory Control and Household Maintenance
   1. Assists with inventory control and organization and storage of household items.
   2. Assists with cleaning and maintenance in shelter as needed.

II. REQUIREMENTS

**Must be able to pass a background check**

Hours: 16 – 20 hours (overnight hours: weekdays and weekends)

Physical Demands & Work Environment:
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. Shelter Advocates must possess sound judgment capabilities and be able to work extended shifts without continuous supervision. While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, talk or hear; walk; and use hands to finger, handle, feel or operate objects and appliances. The employee is regularly required to sit; climb or balance; stoop, kneel, crouch, or crawl. The employee must lift and/or move 25 pounds or more.

My Sister’s House participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S.