



## Bay Area Turning Point, Inc.

<b>Job Title:</b> Resident Advocate Day	<b>Job Code:</b>
<b>Department:</b> Administration	<b>Reports to:</b> Shelter Director
<b>Effective Date:</b>	<b>FLSA Status:</b> Non-exempt

### Position Overview

**HOURS: 40 hours weekly**

**Sunday OFF, Monday 8am – 4pm Tuesday - Friday 7:30am/3:30pm and Saturday OFF  
Tuesday (1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Tuesday Mandatory Staff Meeting)**

*Schedule may be flexible as necessary to achieve program objectives, tasks, activities, responsibilities and to effectively document outcome measures and variances.*

**SUMMARY DESCRIPTION OF POSITION:** *Oversee shelter operations including service delivery to residents during assigned shift. Perform related tasks as assigned by Shelter Director*

### **ESSENTIAL FUNCTIONS:**

- Provide crisis intervention assistance to residents and hotline callers
- Provide telephone assessments and implement intake/exit process
- Provide orientation to residents regarding all shelter policies and procedures
- Enforce shelter guidelines and procedures
- Facilitate conflict resolution
- Oversee the safety, security, and general welfare of residents and facility during assigned shift
- Communicate emergency/critical situations to the Shelter Director in an expedient manner
- Keep statistical records for files, daily house census and daily log reports current
- Maintain confidentiality pertaining to records, residents, and locale of shelter facility
- Documentation in resident files
- Report shelter maintenance needs to Shelter Director
- Provide double coverage for the Resident Advocate team to assist in meeting the needs of the residents
- Complete daily room checks of resident's bedrooms.
- Complete and submit daily checklist to supervisor before shift end.

### **RESPONSIBILITIES:**

- Monitor meal and snack preparation, clean-up, assure proper storage of food
- Assist with the cleanliness and order of pantry and freezers
- Oversee the cleanliness and order of the shelter to include
  - Daily Room Checks
  - Checking chores
  - Reassigning chores as needed
- Oversee residents requests for medications
- Accept record and store donated items
- Document pertinent information in residents files and daily log book
- Clean and complete bed bug procedure for bedrooms when residents exit shelter

- Record needed maintenance, reporting urgent needs to the Shelter Director
- Check Call Notes and retrieve resident messages hourly
- Monitor office supplies. Submit a request by the 10<sup>th</sup> of every month to the Shelter Director of needed supplies.
- Attend and contribute to resident services, RA and all other staff meetings
- Demonstrate leadership, communication and problem-solving skills in a manner which encourages and empowers residents to seek remedies for positive change.
- Other duties as assigned

**SUPERVISION:**

- Work cooperatively with volunteers when assigned on shift to include supervision regarding their performance and training.
- Supervise the maintenance volunteers on the 1<sup>st</sup> Friday of each month.

**Education and Other Requirements**

- Minimum 2 year degree in a related field or, a minimum of 2 years of successful experience in a related non-profit setting.
- Ability to make independent decisions to benefit residents, the shelter facility and the agency as a whole
- Ability to communicate effectively, oral and written
- Ability to handle multiple tasks and prioritize changing workload
- Attention to detail
- Ability to remain calm in a crisis
- Sensitivity and knowledge about the issues of family violence and its impact on women and children; understanding of residential programs
- Ability to lift/carry/move a minimum of 40 lbs. for an extended distance
- Must have a current Texas Drivers License, clean driving record, and at least 2 years of verifiable driving experience
- Must be insurable and provide proof of insurance

**I have read and understand the essential job functions that have been outlined in the above job description for Bay Area Turning Point.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

8/2016  
Resident Advocate Day

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<b>HR use only</b>	
Job code	
Job Classification	
Management? (Yes/No)	No
Last revised	8/2016

**NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.**