



## Bay Area Turning Point, Inc.

<b>Job Title:</b> Resident Advocate Evening A	<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; Monday; Wednesday 4pm - 2am; Thursday- Saturday OFF; (1<sup>st</sup> 8:30-10:30AM, 2<sup>nd</sup> 8:45-10:45AM) Tuesday staff meeting); Tuesday Evening 6pm-2am.**

*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 clients 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 interviews and implement intake/exit process
- Provide orientation 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 as assigned; keep daily house census and daily log reports current
- Maintain confidentiality pertaining to records, residents, and locale of shelter facility
- Take minutes in the weekly house-meeting on Monday. Submit minutes to the team (RAs, Food Services, Supervisor, SRP Manager, Caseworkers, Clients that were absent) within 48 hours of the meeting.
- Complete monthly program reports as assigned

### **RESPONSIBILITIES:**

- Complete checklist before end of scheduled shift
- Monitor food preparation, clean-up and assure proper storage of food
- Complete meal count sheets at each meal during your shift
- Assist with the cleanliness and order of pantry and freezers
- Document refrigerator/freezer temperatures
- Monitor air conditioners, hot water heaters, pilot lights on stove, and other maintenance issues

- Oversee the cleanliness and order of the shelter to include
  - Checking chores
  - Reassigning chores as needed
- Oversee residents requisition process for supplies
- Oversee clients request for medication
- Maintain infirmary; monthly inventory, cleanliness, expired medications
- Accept, record and store donated items
- Document pertinent information in client files and daily log book
- Clean rooms of exited clients
- Oversee cleanliness and inventory of cleaning supplies and storage area and inform the Shelter Manager of needs
- Oversee inventory of office supplies and inform the Shelter Director of needs
- Record needed maintenance in binder, reporting urgent needs to Shelter Manager
- Check Call Notes and retrieve client messages hourly
- Monitor cleaning supplies daily and replenish for next day's use. Inform Shelter Director of needed supplies
- Attend and contribute to shelter and combined staff meetings
- Demonstrate leadership, communication and problem-solving skills in a manner which encourages and empowers residents to seek remedies for positive change
- Work cooperatively with volunteers when assigned on shift to include supervision regarding their performance and training
- Other duties as assigned.

### **Education and Other Requirements**

- Minimum of a 2 year degree in a related field or 2 years of successful experience in a related non-profit setting
- Ability to make independent decisions to benefit clients, 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 extended distance
- Must have a clean driving record and valid automobile insurance
- Must be insurable
- Must have at least 2 years of verifiable driving experience

**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 Evening A

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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.**