



Bay Area Turning Point, Inc.

Job Title: Resident Advocate Weekend	Job Code:
Department: Administration	Reports to: Shelter Director
Effective Date:	FLSA Status: Non-exempt

Position Overview

HOURS: 40 hours weekly

Sunday 10pm – 10am; Monday Off, Tuesday 6:30am - 10:30 am (1st & 2nd); Wednesday - Thursday Off; Friday - Saturday 10pm to 10am; Quarterly Mandatory all staff meeting, typically on Fridays 1 pm – 5 pm

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 current residents and hotline callers
- Implement intake/exit process for shelter residents
- Provide orientation regarding all shelter policies and procedures for residents
- 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; Make emergency referrals; provide information to residents regarding services available within and outside of the agency, and advocate on resident's behalf
- Ensure daily checklist tasks are complete
- Maintain confidentiality pertaining to records, residents, and locale of the shelter facility
- Ensure all donations are accepted recorded and put away in proper storage areas
- 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
- Assist with the food services program to ensure compliance with the grant

RESPONSIBILITIES:

- Ensure the 3rd floor of shelter is orderly and neat to include maintaining the personal hygiene supplies on the 3rd floor and submitting supply requests to supervisor when quantity is low
- Maintain copies of forms for the staff in the RA office
- Update and maintain the room assignment and shelter census daily
- Monitor meal and snack preparation, clean-up, assure proper storage of food
- Conduct Wake up calls on Monday and Tuesday mornings for residents
- Complete bed checks nightly and submit to supervisor notating concerns
- Ensure new service logs are placed in each client file by the 1st of each month

- Pull food weekly for the Food Services Program menus
- Oversee resident's request for medications
- Oversee the cleanliness and order of the shelter to include
 - Checking chores to include super-clean Saturdays
 - Reassigning chores as needed
- Document pertinent information in resident's files and daily communication log
- Complete bed bug process and clean rooms of exited residents
- Ensure 10 blank resident file folders and intake bags are available for intake
- Record needed maintenance on maintenance request forms, reporting urgent needs to Shelter Director
- Check call notes and retrieve resident messages hourly
- Organize, restock and clean the Agency staff restroom.
- Clean and sanitize the washers and dryers monthly to prevent build up and odors
- Monitor cleaning supplies daily and replenish for next days use. Submit a supply request to the Day RA by the 5th of each month.
- Disinfect the mops and buckets weekly on Friday
- Steam the high traffic area floors on the 1st Friday of every month
- Other related duties as assigned

Education and Other Requirements

- Minimum 4 year degree in a related field; or, a minimum of 4 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 and proof of automobile insurance
- Must have a clean driving record and 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 Weekend

HR use only	
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.