

Bay Area Turning Point, Inc.

Job Title: Resident Advocate Evening	Job Code:
Department: Client Services	Reports to: Shelter Manager
Effective Date:	FLSA Status: Non-exempt

Position Overview

HOURS: 40 hours weekly – Typical Work Schedule

Monday – Tuesday Off

Wednesday - Friday 4pm/12am

Saturday & Sunday 2pm/10pm

Tuesday (3rd) & Friday (1st) Mandatory Staff Meetings every month

Standard Schedule however 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 Manager*

ESSENTIAL FUNCTIONS:

- Provide crisis intervention assistance to current residents and hotline callers
- Provide orientation to residents regarding all shelter guidelines and procedures, and ensure adherence to those guidelines
- Oversee the safety, security, and general welfare of residents and facility during assigned shift
- Maintain confidentiality pertaining to records, residents, and locale of 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.
- Rotate schedule to meet the needs of operations schedule
- Oversee the cleanliness of the shelter to include checking chores and reassigning as needed
- Document pertinent information in client files and communication log
- Submit maintenance requests for equipment and building repairs
- Check call notes and retrieve client messages
- Other 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 demonstrate leadership, effective communication and problem solving skills in a manner which encourages and empowers residents to seek remedies for positive change.
- 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 and remain solution focused
- Sensitivity and knowledge about the issues of family violence and its impact on women and children
- Ability to lift/carry/move a minimum of 40 lbs. for an extended distance
- Must have a clean driving record, and valid automobile insurance
- Must be insurable and provide proof of insurance
- Must have 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

2/2021
Resident Advocate Evening

HR use only	
Job code	
Job Classification	
Management? (Yes/No)	No
Last revised	2/2021

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.