

Bay Area Turning Point, Inc.

Job Title: Resident Advocate Night B	FLSA Status: Non-exempt
Department: Client Services	Reports to: Shelter Manager
Effective Date:	Pay Rate: \$38,000 year \$18.27 hour

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

Typical Work Schedule

HOURS: 40 hours weekly

Sunday: 11pm/9am

Monday – Wednesday: Off

Thursday-Friday: 4pm/2am

Saturday: 11pm/9am

Tuesday (4th) & Friday (1st) Mandatory Staff Meetings every month; Quarterly Staff Meetings

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

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

7/16/2021
Resident Advocate Night B

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.