

Bay Area Turning Point, Inc.

Job Title: Resident Advocate Day A	FLSA Status: Non-Exempt
Department: Client Services Program	Reports to: Shelter Manager B
Effective Date:	Pay Rate: \$41,000 year \$19.71 hour

Position Overview:

Resident Advocate Day A position oversees the shelter operations including service delivery to residential clients during assigned shifts.

HOURS: 40 hours weekly, Sunday/Monday/Tuesday/Wednesday – 8 am to 4 pm, Thursday/ Friday - Off, Saturday – 8 am to 4 pm or as necessary to achieve program objectives, tasks, activities, and responsibilities.

Essential Duties and Responsibilities:

- Provide crisis intervention assistance to current residents and hotline callers.
- Oversee the safety, security, and general welfare of adults and children utilizing the shelter facility during assigned shift.
- Provide orientation to residents regarding all shelter guidelines and procedures and ensure adherence to those guidelines.
- 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

Qualifications:

Entry-level position, no additional required

Education and Other Requirements:

- Minimum of a 4-year degree in Social Work, Sociology, Psychology, Human Resources, or comparable experience.
- Must pass a criminal background check, motor vehicle report, and reference checks.
- Must have a clean driving record/ have automobile insurance coverage, be insurable, and have at least three years of verifiable driving experience.
- Provide and maintain proof of personal automobile insurance.
- Ability to lift/carry/move a minimum of 40 lbs. for an extended distance.

Job-Specific Competencies:

- Ability to demonstrate communication and problem-solving skills that encourage and empower residents to seek remedies for positive changes.
- Ability to handle multiple tasks and prioritize changing workload
- Ability to make independent decisions to benefit residents, the shelter facility and the agency.
- Sensitivity regarding the issues of family violence and sexual assault and the ability to remain calm in crises.
- Ability to understand residential programs and the dynamics of communal living.

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

Employee's Signature

Date

Supervisor's Signature

Date

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