SHELTER ADOVCATE

(Homeless Shelter)

*Non-Exempt*

**Hiring Range: $18.32 - $22.39 per hour**

**General Responsibilities:** Under the supervision of the Director of Homeless and Family Support Services, the Shelter Monitoring Staff will work assigned monitoring shifts for the Homeless Shelter, including overnight and weekends. Responsible for providing general oversight of the program and participants. The Shelter Monitoring Staff will assist TVH managers in the preparation of contractual reports and documents. Assist with shelter operations as directed by supervisor.

**General Requirements:** Bachelor's degree with one year's experience. Two-year minimum experience with computers, one year in a non-profit setting; knack for detail work; experience working alone. Ability to work independently, manage time and tasks effectively. Knowledge of violence toward women and children. Completion of Agency Training within 1 year of employment (if not before).

#### Areas of Responsibilities

**I.** DIRECT SERVICE - Provide direct services in a sensitive, non-judgmental, informative, and effective manner, including:

A. Enforces house rules and respond to client crisis situations as needed.

1. Screens and interviews potential residents and, when appropriate, process intakes.
2. Provides advocacy, information and referral, and crisis intervention for clients, though only as needed.
3. Records all client interactions and writes in daily log regularly to keep information up-to-date.
4. If working a late-night monitoring shift, remain awake and alert throughout shift in order to respond to resident needs and address health and safety issues.
5. Handles crisis line calls when needed.
6. Responsible to comply with all laws, including elder abuse reporting, CPS reporting, 5150 laws and suicide assessment.

**II.** ADVOCACY

1. Responsible to assist with updating resource information (I & R) and develop and maintain systems that will allow other staff, volunteers and clients to access this information.

**III.** Data Collection/Management

A. Assist with the completion and submission of required reports.

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**IV.** Associated Data Collection Tasks

A. Assist in grant applications, particularly with government grants.

B. Attends staff meetings as required.

**V**. GENERAL TASKS - Performs general tasks as needed and represents Tri-Valley Haven in a professional manner. Tasks include, but are not limited to:

A. Attend meetings as needed.

B. Participate in community fund raising and special events as required.

D. Must have a valid California driver license and an insured automobile that employee will use as necessary for agency related business, including transportation of clients.

E. Must maintain a good Motor Vehicle Record (MVR) in order to be able to drive for the agency.

**VI**. OTHER RELATED TASKS AS ASSIGNED BY THE DIRECTOR OF HOMELESS AND FAMILY SUPPORT SERVICES, AND/OR THE EXECUTIVE DIRECTOR WITHIN THE SCOPE OF TRI-VALLEY HAVEN’S MISSION.

**VII.** ADA ESSENTIAL TASKS

A. Working alone

B. Working in high stress situations

C. Working in emergency situations

D. Working off-shift/rotating schedule

E. Good reading vision

F. Sitting

G. Good communication skills

H. Specific knowledge or education

I. Learning ability

J. Operation of motor vehicle

K. Good distance vision

L. Ability to speak clearly

M. Ability to discriminate speech

N. Reasoning and thinking skills

O. Ability to problem solve

P. Typing or keyboarding skills

Q. Lifting 10 to 20 pounds

R. Carrying 10 to 20 pounds

S. Gloves or hand protection

# I have read the above and understand that this is the job description for the position of

*SHELTER MONITOR.*

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*Signature Date*