



Family Promise of Spokane

# Emergency Shelter Family Advocate

Last Updated: 8/31/2023

---

**REPORTS TO:** Emergency Shelter Program Manager

**SCHEDULE:** FT - Exact Schedule TBD

**FLSA STATUS:** Non-Exempt

**SALARY:** \$18.50/Hr

**BENEFITS:** Employer Paid Medical, Dental and Vision. Paid Holidays

---

**OVERVIEW:** The Family Advocate oversees the day-to-day functions and flow of life at the shelter which includes providing access for families to all services ( showers, laundry, kitchen, food, storage, supplies, and laptops) and coming alongside families for emotional and practical support. The Family Advocate is the primary employee on their shift responsible for ensuring that all daily tasks and shelter schedules are completed and kept on track. Daily tasks can be delegated at the Family Advocate's discretion, however, the ultimate responsibility of completion of tasks belongs to the Family Advocate. Family Advocates are accountable to the Program Manager. The Family Advocate will oversee Support staff, interns and volunteers. All Family Advocates will be cross trained for all shifts and are expected to be able to assist in coverage for any shift as appropriate.

## **POSITION DUTIES**

- **General**

- Create and maintain a welcoming, friendly and safe environment for all families, volunteers, and partners
- Update and be accountable to the shift schedule/checklist
- Assess all tasks and activities for the day and create a plan for task completion, time management and implementation of shelter schedule
- Oversee and train a crew of assistant supervisors, volunteers, interns and guests on all shelter processes, policies, procedures, and safety practices and keep them accountable for ensuring task completion and proper protocol
- Identify and problem solve operations and guest issues to ensure timely and dignified resolution

- o Partner with homeless families to problem-solve, network and motivate themselves
- o Communicate and document any guest or operations issues via Slack, turnover and guest personal files to Shelter Team in a timely manner
- o Follow cleaning schedule and manage the work crew ( guests, volunteers, interns...) to ensure timely and thorough completion of tasks
- o Report maintenance issues in a timely manner
- o Conduct daily house meetings whereby shelter values and rules are reiterated and announcements are made
- o Prepare shelter and guests for activities by prepping the space and notifying guests
- o Be in constant observation of shelter happenings. Perform regular perimeter checks, follow and enforce safety protocols to ensure that the shelter is a safe place for children and their parents
- o Provide accurate and detailed documentation for all incidents and emergencies using professional and concise language and notify program manager of all incidents
- o Maintain cleanliness and organization of the front office by keeping it decluttered, vacuumed, free of trash, wiped down, and not allowing accumulation of items ( guest items, supplies, donations ...etc)
- o Accept and sort shelter mail by distributing current guest mail
- o Ensure proper and accurate filing of documents and guest information so that nothing is left out at any time
- o Answer incoming phone calls to shelter, divert as appropriate and keep shelter contact list updated
- o Direct donations to the correct locations and collect donor information to pass on to Program Manager
- o Organize, sort and store donations to be kept at the shelter and ensure that unwanted donations are re-donated.
- o Ensure timely labeling, sorting, and storing of food donations following food safety guidelines
- o Oversee management of laundry system and locker system
- o Ensure timely and accurate tracking of all data related to sign-in sheet, intakes, exists, and services for the purpose of accurate reporting
- o Attend weekly staff meetings to resolve issues and receive updates within the shelter

- o Attend all trainings deemed necessary by Program manager, Operations Manager or Executive Director
- o Keep all office spaces clean and organized
- **Families ( Guests)**
  - o Create an encouraging, loving, and empowering environment for families
  - o Cultivate understanding of and use diversion- first approach in line with City of Spokane's diversion model
  - o Provide document readiness case- management and contact services for guests
  - o Come alongside guests to provide referrals and brainstorm solutions for overcoming barriers
  - o Complete intakes for new arrivals and conduct new guest orientations which cover policy, schedules and tours
  - o Enforce guest decorum and expectations by coaching guests and having creative conversations that encourage behavior in line with the shelter's core values
  - o Complete exit interviews with departing guests. Ensure complete and accurate information is collected.
  - o Uphold and maintain guest confidentiality and abide by all privacy regulations to protect guest dignity and information
  - o Track guest data on the Community Management Information System(CMIS) and maintain case files with up-to-date information
  - o Maintain a peaceful and safe environment by swiftly taking control of tense situations and de-escalating conflicts arising between guests
  - o Intervene as a mandated reporter to Call Child Protective Services in the situation of suspected child neglect/abuse
  - o Intervene to manage crises and take necessary emergency management steps such as calling the Police, and EMS
  - o Document all incidents and interactions with outside authorities such as CPS, Police, EMS promptly and accurately
  - o Alert Program Manager immediately of any shelter incidents that require outside responders such as CPS, Police, EMS, or any incidents that put the shelter at risk such as threats of violence, contagious illness, lice, bed bugs ...etc.
- **Volunteers, Interns, and Assistant Family Advocates**

- o Train to perform assigned duties with confidence and provide them with direction, tasks, and projects
- o Host volunteer groups, give tours, and oversee the service projects as needed
- o Ensure all volunteers sign-in and out, give feedback at the end of their shifts, and that they are thanked!

**QUALIFICATIONS** - To perform this job successfully, an individual must meet the minimum qualifications listed below.

- At least 1-year direct volunteer or paid experience working with homeless individuals and families or lived experience in homelessness
- Experience in program management or social services is preferred but not required
- Education or Experience Equivalent to a BA in Social Work or Related area (or BA with minor in related areas) such as Human Services, Organizational Leadership, or Social Administration is preferred but not required.
- Other combinations of applicable education and experience will be considered

**SKILLS** - Ideal candidates will:

- Be comfortable relating to homeless families and people from diverse backgrounds
- Work independently, as well as collectively with guests, volunteers, and staff
- Have a servant's heart
- Be punctual and prepared
- Good time management
- Problem solving
- Strong verbal and written communication skills
- Ability to maintain professional boundaries with guests

### **ATTENDANCE AND PERFORMANCE**

- Ability to adhere to all attendance and performance expectations outlined in the employee manual
- Ability to accurately complete daily documentation including all hours worked on the same day that they are worked

- Able to keep all unpaid absences to a minimum as outlined in the employee manual - (unpaid absences in excess of more than 1 shift per month will be considered excessive) Employees are expected to find coverage for any shift they miss

### **Mental/ Other Skills Abilities:**

For an employee to succeed in this position they must have:

- Adaptability: ability to adapt to changes, delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method to best fit the situation.
- Attendance: ability to consistently arrive and be able to work as scheduled; ability to seek out time off through the appropriate processes and with ample advance notice.
- Computer/Technical Ability: working knowledge of:
  - Google Suite
  - Slack
- Dependability: ability to follow instructions, both in written and verbal format; ability to respond to management direction; ability to receive feedback from superiors well; ability to complete tasks on time or notify the appropriate person with an alternate plan when necessary.
- Interpersonal Skills: ability to maintain satisfactory relationships with others, excellent customer service skills and a good overall understanding of appropriate human relations. Awareness of and sensitivity to the service population's culture and socioeconomic characteristics.
- Judgment: ability to make prudent and timely decisions; ability to exhibit sound and accurate judgment; ability to explain reasoning for decisions.
- Language Ability: Basic Ability: ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Mathematical Ability: Basic Ability: ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent.
- Problem Solving Ability: ability to identify and/or prevent problems before they occur; ability to formulate alternative solutions to problems when necessary; ability to transfer learning from past experiences to new experiences of similar nature.
- Quality Management: ability to complete duties, on time and with absolute precision, at least 95% of the time; ability to edit the accuracy and thoroughness of one's work as well as the work of others; ability to

constructively apply feedback to improve performance, ability to generate ideas to improve and promote quality in work.

- Supervisory Skills: ability to carry out supervisory responsibilities in accordance with the Company's policies/values and applicable laws. Applicable supervisory responsibilities include:
  - planning, assigning and directing work
  - disciplining guests when necessary
  - addressing complaints and questions and resolving problems

### **Equipment Utilized**

Duties of this position will require regular use of these types of machinery and equipment:

- Personal Computer and supporting software programs. e.g.: Google Suites
- Electronic databases.
- Other office equipment including, but not limited to, printers and copiers

### **Physical Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Regularly sit, stand, climb, walk, lift, pull/push, carry, grasp, reach, stoop/crouch, crawl, or talk.
- Active mobility for up to 2 or more hours at a time
- Ability to sit/stand and work at a computer keyboard for up to 2 hours at a time
- Ability to perform general office administrative activities: copying, filing, and telephone use
- Ability to move, lift and/or carry up to 25 pounds in accordance with State of Washington (WA) Labor & Industry (L&I) standards
- Ability to utilize a ladder in accordance with WA L&I regulations
- Ability to extend and work with arms above head level repetitively
- Ability to push/pull cleaning equipment according to WA L&I standards
- Work with cleaning chemicals according to Occupational Safety and Health Administration standards

### **Working Conditions**

While performing the essential duties/responsibilities of this job, the employee will be exposed to the following work conditions.

- Performs duties primarily in an office environment and/or shelter
- Generally works indoors, but occasionally works outside in varying weather conditions
- Works with cleaning chemicals
- Works with client population which may include persons involved in gangs, with substance abuse concerns, mental health concerns, homelessness and/or tendencies towards violent behavior
- Potential exposure to infectious diseases and parasites including but not limited to viruses, bed bugs and lice

**Employee Acknowledgement:**

**I Acknowledge, understand and agree to the job duties and requirements for this position.**

<b>Employee Name &amp; date:</b>	
<b>Employee Signature:</b>	