



## JOB ANNOUNCEMENT

***Building Futures is an Alameda County leader, based in San Leandro, providing a safety net of services to help individuals and families rebuild safe and stable lives after homelessness and family violence. To accomplish this aim, the agency provides a continuum of care including two homeless shelters; a domestic violence safe house; a full spectrum of domestic violence outreach services; a transitional and permanent housing site; and rapid rehousing programs which serves target populations including military veterans, families reuniting after CPS involvement, survivors of domestic violence, and others.***

**We are seeking:**

### RESIDENT ADVOCATES

**Position Summary:** Resident Advocates work 8-hour shifts in Building Futures' emergency shelters, providing on-site staff coverage. Resident advocates are responsible for ensuring the security and safety of the shelter and residents; supporting clients; carrying out shelter guidelines and schedules; handling crisis situations; and performing other duties as assigned.

Applicants must have the ability to interact in a supportive and professional manner with a diverse population of women and children. Social services experience a plus, but training will be provided. Full-time, part-time and substitute positions are frequently available at all three emergency shelter sites. All shelters are open 24/7 and have three shifts of Resident Advocates including overnight, daytime and swing shift hours.

**Position Objective:** The Resident Advocate position is the first point of contact for our clients; therefore anyone in this role must be able to demonstrate a skillset similar to customer service toward them. Resident Advocates use the skillset they bring and that which is acquired from training to serve our clients and make sure they are safely housed. It is also imperative that our Resident Advocates ensure accurate documentation is kept to sustain a high level of service for our clients.

#### **Qualifications:**

- High School Diploma or Equivalent.
- Domestic Violence Counselor Training a plus.
- Two years' experience in a similar capacity preferred.
- Experience and knowledge of the effects of trauma, domestic violence, homelessness, mental health, substance abuse, and child abuse prevention, and empowerment of women and children preferred.

**Classified:** On-call, part-time, or full-time.

**Accepting Applications:** Ongoing.

**To apply:** Send in your resume and cover letter to [HR@bffc.org](mailto:HR@bffc.org)

Building Futures with Women and Children is an Affirmative Action /Equal Opportunity Employer which hires without regard to race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other characteristic prohibited by federal and state law.