



Resident Advocate

Job Description

At Building Futures, we believe everyone deserves a safe place to call home. The agency is an Alameda County leader providing a safety net of services to help individuals and families rebuild safe and stable lives free from homelessness and family violence.

The Safer Ground Hotel program is for homeless women and families who are over 65 or medically fragile or high risk with a variety of health conditions. The program starts May 8, 2020 through the end of September 2020.

Position Summary: The Resident Advocate plays a very important role that in our agency and anyone that fills this role needs to understand and believe in our mission. The Resident Advocate works very closely with our clients in the shelter or safe house and their goal is to see them through a successful stay with us. The Resident Advocate strives to provide a high level of customer service to our residents at all times and executes operational tasks while on site. The goal of the Resident Advocate is to ensure the security and safety of the shelter and its residents, carry out shelter guidelines and schedules, handle crisis situations, and assist clients as needed.

Position Info:

- \$16.00/hour, 24 – 40 hours per week (\$18.00 per hour during shelter-in-place)
- Temporary, nonexempt positions, not eligible for benefits
- Reports to Domestic Violence Services Director
- Supervises: None
- Location: Alameda, CA

Essential Functions:

- **Minimal contact with individuals, and personal protective equipment (PPE) provided. Fully comply with Shelter-in-Place's social distancing and PPE requirements off site to stay healthy and limit COVID exposure to clients.**
- Provide for the needs of residents, maintaining the confidentiality, professionalism, and policies of the agency when working with shelter residents. Sign and uphold ethics and confidentiality agreement. Log and document appropriate shift and resident information by the end of each shift.

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- Perform necessary shelter operations, including but not limited to distributing meals, doing chores, taking inventory, performing client intakes, putting away groceries, sorting donations, issuing medicine, etc.
- Assist in maintaining accurate client records by provide information to the case manager regarding clients and staying in communication with Case Managers and/or program managers regarding all clients.
- Perform other tasks or responsibilities as assigned by the supervisor.
- Participate in staff meetings.
- Provide shift coverage as scheduled.

Qualifications:

- High School diploma or equivalent.
- Minimum 1 year of experience working with individuals and families in crisis, homelessness, substance use, and/or mental health issues.
- Flexible work schedule.
- Experience working in an outreach, shelter, drop-in, or residential setting preferred.
- Ability to engage others easily, maintain an empathetic stance, and de-escalate situation
- Ability to work with diverse populations, possess cultural competency, and maintain appropriate boundaries with clients.
- Understand the special needs of the homeless population.
- Bilingual in Spanish or Mandarin a plus.
- Domestic Violence Counselor Training a plus.

Working Environment/Physical Demands: You will be working in a shelter environment. 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. The position has mostly an inside work environment and occasional outside work with exposure to weather conditions. It also calls for extensive use of the body including but not limited to, lifting up to 60lbs, pulling, bending, sitting and standing for extended periods of time, writing, typing, walking, running, climbing, sight and hearing.

To apply: Send your resume & cover letter to ClientServicesJobs@bfwc.org

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