



## 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. We operate three emergency shelters; a full spectrum of domestic violence outreach services; a supportive housing site; and a rapid re-housing program. As a Housing First agency, all of Building Futures' programs and services prioritize linking our clients with housing.***

**Position Title:** Resident Advocate

**Status:** Part-time, on-call, non-exempt

**Reports to:** Emergency Services Director

**Supervises:** None

### **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.

### **Essential Functions:**

- 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.
- Perform necessary shelter operations, including but not limited to serving 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, Site Coordinators, and/or program managers regarding all clients.
- Coordinate with other sites and programs within agency, as needed.

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- Perform other tasks or responsibilities as assigned by the supervisor.
- Participate in staff meetings monthly.
- Provide shift coverage as scheduled.

### **Competencies:**

- Ability to interact in a supportive and mature and professional manner with a diverse population.
- Capability to handle multiple tasks, including service provision, documentation, rule enforcement, and crisis intervention.
- Ability to work independently, and ensure the safety of residents and shelter environment during each shift.
- Comfortable working as a team member, with initiative, resourcefulness, flexibility, and reliability.
- Ability to lift up to 60 pounds and perform repetitive tasks if necessary.

### **Knowledge:**

- High School Diploma or Equivalent.
- Experience working with underserved populations.
- Experience in and knowledge of the effects of trauma, domestic violence, homelessness, mental health, substance abuse, and child abuse prevention, and empowerment of women and children.
- Conflict resolution skills a plus.
- Bilingual in Spanish or Mandarin a plus.
- Domestic Violence Counselor Training a plus.

### **Physical Requirements & Working:**

The work environment and physical demands described are representative of those required by employee to perform to the essential functions of this job with or without reasonable accommodation.

- Must be able to lift 50 pounds.
- In an 8-hour workday.
- Hand use: single grasping, fine manipulation, pushing and pulling.
- Work requires the following motions: bending, twisting, squatting and reaching.

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### **To Apply:**

Email your resume and cover letter to HR Manager, Esther Nand at [enand@bffc.org](mailto:enand@bffc.org). In your cover letter, explain why you would like to join our team and are the best candidate for the job. Please title attachments with your first and last name ("Keisha\_Taylor\_Resume and CoverLetter.pdf"). Only applications that include all requested documents are considered. Submissions will be reviewed daily. We are looking to hire as soon as possible, first come first serve, and position is vacant until filled. Only short-listed candidates will be contacted. No phone calls please.

**Notice:** This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Building Futures reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

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