

Job Title: Shelter Resident Advocate **Employee Status:** Casual, On Call, Non-Exempt
Department: Dwight Way Shelter **Reports to:** Program Manager

Company Overview

Celebrating its 50th anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission: *to ease and end the crisis of homelessness in our communities*. Every program in each region; Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County, supports this mission and everyone who works for or on behalf of BFHP understands and is dedicated to this mission and purpose. With programs ranging from free meal service to permanent supportive housing, BFHP provides a continuum of care to accommodate a broad spectrum of specialized needs. The Agency's mission is responsive to the constituency and communities served by it and of value to the society.

Position Summary

Under supervision of the Program Manager, the on-call Resident Advocate provides direct services to homeless individuals in a men and women's shelter. Their responsibilities include client intakes, HMIS data entry, assessing clients to determine their barriers to housing, assistance with documentation completion and location, referrals to numerous community social services including substance abuse treatment, CES housing navigation, mental health services, benefits advocacy and veteran's services.

Essential Duties and Responsibilities

- Provide supportive and administrative services to clients in the shelter including serving meals, stripping beds, and cleaning linens as needed. Clean facility areas as needed.
- Provide emotional support and counseling to clients. Provide information and referral to various resources as needed.
- Manage new client intake process- accept referrals from the Coordinated Entry System (CES); manage emergency one night beds; ensure enrollment of each client in the Alameda County HMIS system; provide new client orientations including review of the Shelter Handbook with each new client;
- Update North County HUB spreadsheet and shelter sign-in sheets daily.
- Create new client intake packets, create client charts, update client housing board, restock cleaning supplies and properly store food following health safety guidelines after serving meals.
- Maintain supervision of clients and of shelter property at all times.
- Provide crisis intervention and advocate on behalf of clients as needed.
- Educate client on program and facility rules and procedures clearly. Ensure clients are following these rules and procedures in a consistent manner.
- Understand and follow all shelter procedures as stated in the procedures manual.
- Complete all paperwork (statistics or any other information requested by supervisor) in a timely and accurate manner.

- Respond to emergency crisis accessing emergency responders, as required;
- Participate in program planning and policy development for all clients.
- Attend and participate in all assigned program and external meetings.
- Complete the Privacy and Security training and all other assigned staff trainings.
- Maintain confidentiality regarding clients, personnel and other internal agency affairs.
- Work within the framework of the BFHP's Code of Conduct.
- Be responsible to other staff, clients, BFHP and its stakeholders, both for your actions and your decisions not to act.
- Conduct business in accordance with the Team Handbook, exercising sound judgment and serving the best interests of BFHP and the community.
- Commit yourself to treating each community member with respect and dignity.
- Perform other tasks as assigned by supervisor.

Qualifications, Skills and Abilities

- High School Diploma or GED.
- Commitment to serving homeless individuals. Prior experience working with homeless clients is highly preferred.
- Maintain flexible schedule and be available to work shifts on a short notice, and to work overtime when required.
- Proficiency with PC Computer systems and Microsoft Office (work, excel).
- Ability to interact in a supportive and professional manner with staff and clients of diverse cultural and economic backgrounds.
- Good written and oral communication skills.
- Good conflict resolution skills.
- Ability to meet deadlines and complete multiple tasks in a timely manner.
- Capacity to work independently and as part of a team.
- Ability to maintain professional conduct, attitude and appearance at all times.

Special Requirements

- Must have a valid driver's license and clean DMV record.
- Must be able to obtain background check clearance.
- Must obtain and maintain First Aid and CPR certification.

Physical Requirements

While performing the duties of this job, the employee is

- Regularly required to use hands and fingers to handle, feel, or operate objects, tools or controls, and reach with hands and arms.
- Frequently required to stand, walk, sit, climb stairs, talk, hear, and see clearly.
- May be occasionally required to stoop, kneel, or crouch.
- Must be able to lift or move up to 50 lbs.

3225 ADELIN ST
BERKELEY, CA
94703



O: 510.649.4965
F: 510.601.2619
www.bfhp.org

I have received a copy of my job description and understand all of my responsibilities.

Staff Signature

Date