

Job Title: Safer Grounds Resident Advocate **Job Classification:** Temporary / Non-Exempt
Department: Safer Ground **Reports to:** Program Manager

Company Overview

Celebrating its 50th anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission and purpose: *to ease and end the crisis of homelessness in our community*. 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 the supervision of the Safer Ground Associate Program Manager, the Resident Advocate provides direct support services to homeless individuals 65+ of age and/or who have pre-existing medical conditions that put them at risk if exposed to the COVID virus who are placed in two motels in Berkeley.

Essential Duties and Responsibilities

- Provide supportive and operational services to clients residing at the Safer Ground Berkeley motels.
- Provide emotional support and counseling to clients.
- Provide information and referral to various resources as needed.
- Serve as onsite liaison with county health staff.
- Oversee management of access to site by vendors, county staff and clients.
- Coordinate with motel staff for meals and housekeeping services.
- Maintain supervision of clients and the motel property at all times.
- Communicate with motel staff to manage property issues.
- Provide crisis intervention and advocate on behalf of clients as needed.
- Educate clients on program and facility rules and procedures clearly. Ensure clients are following these rules and procedures in a consistent manner.
- Understand and follow all program and meal handling 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.
- Work within the framework of BFHP's Code of Conduct.
- Complete all Privacy and Security Training required by BFHP; maintains confidentiality regarding clients, personnel and other internal agency affairs.
- Attend and participate in all assigned program and external meetings.
- 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.

Effective Date: 07.01.2020

- Commit yourself to treating each community member with the respect and dignity.
- Perform other tasks as assigned by supervisor.

Qualifications

- High School Diploma or GED.
- Commitment to serving homeless individuals. Prior experience working with homeless individuals, substance abuse and mental health issues 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 (Word, Excel, etc.).
- Ability to maintain professional conduct, attitude and appearance at all times; interact in a supportive and professional manner with staff and clients of diverse cultural and economic backgrounds.
- Ability to maintain appropriate boundaries with clients.
- 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.

Special Requirements

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

Physical Requirements

- The employee is regularly required to use hands to type, handle, feel
- The employee is frequently required to climb stairs, walk, sit, talk and hear
- The employee is occasionally required to stand, stoop, kneel, crouch or reach
- The employee must occasionally safely lift and/or move up to 50 lbs.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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

Staff Signature

Date

Effective Date: 07.01.2020