

House of Bread and Peace

Job Title: Residential Services Advocate

JOB SUMMARY: The Residential Services Advocate (RSA) represents the core values and mission of the organization. RSAs plan and deliver high-quality, best-practice emergency shelter and supportive programming designed to lead to permanent, sustainable housing by promoting the House of Bread and Peace (HOBP) house guests' overall well-being and maximizing onsite and community partnership services. RSAs provide 24-hour shift coverage.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Nurtures and cultivates an equitable, supportive, inclusive, diverse and engaging house and work culture.
2. Ensures the programs and services are rooted in inclusive, equitable, trauma-informed, guest-centered, field-informed and endorsed practice.
3. Ensures service outcomes are delivered (successful exits to permanent housing; shelter occupancy maintained; relevant and meaningful resources provided).
4. Ensures all house guests receive proper intake and orientation into the program and an individual plan is developed aimed at successful exit to permanent housing.
5. Acts as a mandatory reporter and engage with the Department of Child Services in the event of any suspected child abuse or neglect.
6. Develops and maintains relationships and partnerships with housing/homelessness service providers, property managers, landlords, and relevant referral sources to ensure decent, safe, and affordable housing options for program participants.
7. Represents, as assigned, HOBP within the Homelessness Service Council, the Region 12 Coordinated Entry and Continuum of Care work groups and task forces.
8. Ensures all required programming data and outcomes, as well as client file documentation (including electronic client database) is completed accurately and in a timely manner according to standards.
9. Works with staff, volunteers and vendors to ensure the good care, cleanliness and maintenance of the facility and grounds; assesses facility needs and communicates those needs to leadership.
10. Ensures bedrooms are clean and prepared according to "turnover" process. Keeps common house spaces tidy, clean, and maintained.
11. Courteously handles and documents calls and requests for services utilizing appropriate community resources and referrals and internal intake processes.
12. Follows safety and security protocols of the grounds and facility through the established procedures and maintenance of the visitor log. Responds to all security, weather, and facility emergencies, as needed.
13. Communicates pertinent information and incidents with other staff via shift logs in a professional and confidential manner.
14. Maintains confidentiality with all clients, staff and donor information and activities.
15. Assists with assigned clerical duties, projects, assignments, etc. that may need to be completed.
16. Accepts and logs in-kind donations as they are received from outside resources.
17. Identifies opportunities for volunteer and community partnership resources and communicates these prospects to the Executive Director.

18. Actively engages program volunteers by providing adequate supervision and job-related training. Maintains knowledge and awareness of volunteer policies and procedures.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of the House of Bread and Peace. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

COMPETENCIES:

Organization-related Competencies – To perform this job successfully, all employees of the House of Bread and Peace should demonstrate the following competencies:

Client/Guest Service – Manages difficult or emotional situations; Responds promptly to stakeholder needs; Solicits client and stakeholder feedback to improve service; Responds in timely manner to requests for service and assistance; Meets commitments.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports HOBP's goals and values; Benefits HOBP through outside activities; Values and practices diversity, equity, and inclusion in and of others.

Oral/Written Communication – Speaks clearly and persuasively in positive or negative situations; Lists and gets clarification; Responds well to questions; Demonstrates group presentation skills and participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Job-related Competencies – To perform this job successfully, employees should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Adaptability - Adapts to changes in the work environment; Manages competing demands; changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events. Must be able to multi-task in a fast-paced environment.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED); or two years related experience and/or training; or equivalent combination of education and experience is required. Associate degree (A.A.) or equivalent from a two-year college or

technical school is desired. Experience working in a customer service-oriented environment preferably in a non-for-profit or residential environment is desired.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS: A valid Indiana driver's license and a satisfactory MVR is preferred for this position. CPR and First Aid certification are required and training in bloodborne pathogens and universal precautions is required. A clear DCS history, and clear criminal and sex offender background checks is required. E-Verify is required.

OTHER SKILLS AND ABILITIES: Computer software skills required include Microsoft Outlook and Word. Excel, PowerPoint and Adobe are desired. Ability to operate a printer, copy machine, scanner and other office equipment is desired. This position requires a general understanding of office administration principles and practices, while paying close attention to detail is essential.

OTHER QUALIFICATIONS: Candidates in this job must have an understanding of and experience working with individuals in crisis situations. The ability to maintain proper boundaries with clients while having empathy for their domestic violence situation is critical. The ability to maintain rapport with a diverse group of clients, employees and service providers is essential. Bilingual candidates are desired. This job may require both local and occasional out-of-state travel.

PHYSICAL DEMANDS: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will stand; walk; and lift and/or move up to 25 pounds. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts, the risk of electrical shock, fumes or airborne particles, toxic or caustic chemicals and outdoor weather conditions. The noise level in the work environment is usually moderate.