



Refuge. Resources. Relief.

Housing Advocate Supervisor, All Shifts | 2021

Reports to	Resource Center Director	Position Status	Full Time 40 hrs
Salary Range	\$18/Hour to Start	Job Location	MRC, GMRC
EEO Class	First/Mid-Level Officials and Managers	FLSA Status	Exempt
Shift	Day Shift 7:00am-3:30pm Swing Shift 3:00pm-11:30pm Graveyard Shift 11:00pm-7:30am Occasional after hours work required		

Job Summary

The Road Home seeks a highly motivated individual who is committed, compassionate, willing to be challenged, and who wants to make a difference in the lives of others. We, at The Road Home, believe that the people we serve deserve our best every day. The Housing Advocate Supervisor will provide leadership and support to front line shelter staff. They will provide high quality services to individuals seeking shelter at The Road Home. This position will work as part of a cohesive team of Housing Advocate Supervisors to ensure a safe, supportive, trauma-informed environment.

Job Duties

1. Provide direct supervision, guidance and support to 24/7 front line staff.
2. Work with other shelter Supervisors and the Housing Advocate Manager to provide trauma-informed services to guests in shelter.
3. Assist in maintaining a clean and safe facility for both guests and staff. Identify and communicate building and staff needs to the Director.
4. Identify and share resources provided in the community that may best serve our guest's needs.
5. Serve as an integral part of The Road Home's leadership team, providing feedback on staff and guest concerns and workshopping ways to enhance the services provided to guests.
6. Provide staff support and management, and serve as an advocate for individuals experiencing homelessness.
7. Ensure that reporting related to safety is completed accurately.
8. Collaborate closely with other shelter supervisors as well as the Director to ensure that all necessary information about guests is clearly communicated to multiple agency departments as well as to community partners.
9. Run daily shift change meetings with staff. Attend weekly meetings with other shelter Supervisors and the Housing Advocate Manager. Attend other meetings as needed.
10. Hire, train, and manage department staff. Ensure that they are providing high quality, trauma-informed services.
11. Manage weekly staff schedule. Ensure each shift is adequately staffed to meet shelter licensing requirements. If fewer than minimum required number of staff are in the facility, the Supervisor should be ready to help cover a shift.

12. Review, and approve staff timesheets. Manage other departmental paperwork and administrative reports in a timely manner.
13. Other duties as assigned.
14. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education and Experience

1. Previous experience working with diverse populations required.
2. High School diploma or GED required.
3. Bachelor's Degree from an accredited college of university preferred.
4. At least one year of direct supervisory experience preferred.

Required Skills and Abilities

1. Excellent supervisory skills, with the ability to model compassionate and trauma-informed interactions with guests.
2. Ability to communicate to staff and guests effectively, both orally and in written form.
3. Ability to handle difficult situations with professionalism, compassion and from a trauma-informed perspective.
4. Excellent problem-solving skills and the ability to make appropriate and sound decisions in all situations, including crisis situations.
5. Demonstrated understanding of challenges faced by vulnerable populations, Trauma Informed Care, and Housing First philosophies.
6. Willingness to have conversations with guests about housing.
7. Ability to work with a wide array of people with sensitivity to differences in culture, religion, sexual orientation, race, age, physical and mental illness, and substance use.
8. Ability to remain calm in emergency and crisis situations and to support staff and guest as needed.
9. Able to work and lead a team effectively in a constantly changing and dynamic environment.
10. Familiarity with HMIS/ClientTrack database is a plus.
11. Demonstrated awareness of and sensitivity to diverse populations. Ability to contribute to the agency's commitment to enhancing awareness and appreciation of diverse ethnic and cultural heritages.
12. Must pass a pre-employment background check and drug screen.

Physical and Equipment Requirements

- Ability to lift 25 lbs.
- Ability to sit, stand and walk for at least an hour at a time.

Instructions to Apply

To apply, please email your resume to resumes@theroadhome.org and include the job title **Housing Advocate Supervisor** in the subject line.

The Road Home is an Equal Opportunity Employer