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**POSITION DESCRIPTION**

Shelter Advocate

**Reports To:** Shelter Team Manager  
**Status:** Full-time Non-Exempt  
**Starting Compensation:** $18.00 per Hour

**Purpose:**To assist residents, who are experiencing homelessness, on their day-to-day needs, and work closely with other staff and volunteers, encouraging resident accountability, action and completion of programming in order to achieve long-term, stable housing.

**Primary Duties:**

* Supervising, instructing and managing residents in their assigned work training, self-care, and chore sign up, living space and shelter cleanliness, safety and security.
* Perform and complete all assigned documentation.
* Provide front office support, including but not limited to, answering telephones, making copies, resident chore sign up, resident laundry sign up, accepting donations and working with volunteers.
* Ensure established protocol for all policies, procedures and code of ethics are followed.
* Ensure the upkeep and cleanliness of the shelter. Including, but not limited to, shoveling & salting the patio & loading dock, cleaning the back office, etc.
* Receive updates and briefings from the previous shift, and give updates and briefings to the next shift.
* Attend and participate in staff meetings, staff training programs, and supervisory sessions.
* Maintain confidentiality standards as outlined in personnel handbook.

**Shifts Available:**

* 6am-6pm
* 12am-12pm
* 6pm-6am
* 12pm-12am

**Benefits of Working 12-hour Shifts:**

* 182 days off per year, instead of 92 in a typical 8-hour work day, means more time for personal activities
* No more than three consecutive days at work
* Less commuting required, which means less gas and wear-and-tear on your transportation
* Spending more “quality” days off at home with the added time for personal tasks during the work week
* More frequent “recovery” days
* Better use of Paid Time Off
* Elimination of double shifts and/or holdover

**Other Benefits of Working for Stepping Stone Emergency Housing:**

* Generous PTO and 10 additional paid holidays
* Health and dental insurance, including flexible spending accounts and an HAS match
* Long- and short-term disability, and life insurance up to annual salary but not to exceed $50,000
* Transportation Reimbursement
* A one-of-a-kind shelter environment in which you will have a direct hand in changing someone’s life

**Qualifications and Skills:**

* Bachelor’s degree in Human Services or at least 2 years of experience in related field preferred. Non degreed equivalent experience may be considered.
* Must pass background study, per MN Department of Human Services guidelines.
* Experience is preferred for those who have worked with individuals who are experiencing homelessness, and/or have mental health, and/or chemical health issues.
* Ability to work and communicate both as a team and independently.
* Excellent written and verbal communication skills.
* Ability to lift 25 pounds or more.
* Ability to work in a setting with diverse people and communities.
* Proficient in the use of Microsoft Office Suite.
* Ability to lift, carry, and/or otherwise move donations or Stepping Stone property.

**There will also be a $500 signing bonus offered for staff who are successfully hired and employed at Stepping Stone Emergency Housing for 90 or more days.**

**To apply for Shelter Advocate position, please send your resumé and cover letter to** [**humanresources@steppingstoneeh.org**](mailto:humanresources@steppingstoneeh.org)**.**

**Your cover letter should answer the following questions:**

1. What do you know about Stepping Stone Emergency Housing?
2. How do your knowledge, skills and experience apply to the Shelter Advocate role?
3. Why did you leave/are leaving your last position?
4. Why are you interested in this role?