



POSITION DESCRIPTION

Lead Shelter Advocate

Reports to: Program Director

Status: Full-time

Salary: +\$1.50/hour

Purpose: It is the responsibility of the Lead Shelter Advocate to co-manage, develop and support all of Stepping Stone Emergency Housing's (SSEH) Shelter Advocates (SA); analyze resident and staff needs to make recommendations to the Program Management Team concerning these stated needs; provide coaching and training of advocate staff; and perform general advocate duties, assign work and evaluate performance of advocate staff.

Primary Duties:

General Responsibilities – 60%

- Supervise Stepping Stone residents in their assigned work training, providing instruction and feedback that promotes a quality work performance, cleanliness and secure facility at all times.
- Ensure that all assigned shift tasks are completed in a timely manner during your assigned shift.
- Perform and complete all assigned documentation in a timely fashion.
- Notify Program Director of any incidents or emergencies.
- Maintain thorough records for all documentation assigned to this position.
- Attend and participate in staff meetings, staff training programs, supervisory sessions, and accept the responsibility of aiding with the development of positive team relationships as requested.
- Adhere to all SSEH policies, procedures, and Code of Ethics.
- Confidentiality:
 - a. Resident issues may never be discussed with other staff in the front office (window area), lobby or any other area where residents are around. These discussions must take place in the back office up front or in a private office.
 - b. SSEH staff may not talk about one resident to another resident.
- Perform other duties as assigned by the Program Director.

Team Management & Development – 40%

- Oversee supervising, coaching, and training of the Shelter Advocate team:
 - Assign work, direct and evaluate the performance of program staff.
 - Provide coaching, guidance, and support to the Shelter Advocates.
 - Meet regularly with Program Management Team to lead, teach, mentor, and continuously develop the Program Team who fulfills Stepping Stone's mission, vision, and four pillars.
- Manage the SA work schedule, update it in Teams, and ensure that required SA coverage is met at all times with support from the Program Management Team.
- Manage time off requests and shift swap requests for advocates, and update in Teams.
- Train and coach all SAs to feel confident and supported while working with residents, including both day-to-day activities, as well as elevated incidents.
- Attends and participates in staff meetings, staff trainings, and supervisory sessions.

- Evaluate, consult and report to program supervisors staff performance themes on particular training topics.
- Translates established protocols related to program policies, procedures and SSEH's Code of Ethics into regular and relevant staff trainings.
- Promotes and facilitates regular staff trainings in partnership with relevant staff members.
- Maintains confidentiality standards as outlined in personnel handbook.
- Manages and schedules regular trainings for program staff using the SSEH training email account.
- Co-lead, update and execute training policies and protocols with the Training Team.

Qualifications:

- Bachelor's degree in Human Services or related field. Non degreed equivalent experience may be considered.
- Experience working with individuals experiencing homelessness preferred.
- Experience working with individuals who have mental health and/or chemical health issues preferred.
- Ability to work well with co-workers.
- Excellent written and verbal communication skills.
- Ability to establish rapport with SSEH residents.
- Ability to motivate others towards achieving goals.
- Ability to work independently with a strong sense of focus, task orientated, non-judgmental, and a clear sense of boundaries.
- Ability to work in a variety of settings with culturally diverse people and communities, being culturally sensitive and appropriate.
- Proficient in the use of computers and the Microsoft Office Suite.
- Must pass background study, per MN Department of Human Services guidelines.

Staff Name:

I have read and understand the responsibilities of my job description as listed above.

Staff Signature _____ **Date** ____/____/____

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