



SHELTER. SUPPORT. SOLUTIONS.

**Overnight Shelter Client Advocate (full-time)
September 2019**

Position Summary

From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. When people have nowhere else to go, Pillars Adult and Family Shelter is here to provide our services to members of our community experiencing homelessness. The Shelter Client Advocate is part of a team that provide services in a shelter setting.

Duties and Responsibilities

The Overnight Shelter Client Advocate has many responsibilities, some outlined here:

- Maintain a clean, safe, and respectful environment for all clients, volunteers, and other visitors
- Oversee shift operations of the shelter program in a fast paced environment
- Interview persons applying for shelter, complete intakes into shelter, other client paperwork
- Collaborate with agency staff to review client cases and make recommendations to aid in client success
- Provide crisis intervention and offer resource information to clients
- Conduct house meetings with clients to help maintain a positive community living environment
- Distribute personal care items to clients (linens & hygiene)
- Collaborate with agency volunteers
- Recap shift events with other staff through written and verbal communication
- Maintain professional boundaries with clients
- Maintain agency and client confidentiality
- Attend staff meetings and trainings
- Responsible for the laundry room operations and cleaning supply inventory
- The overnight position works in the kitchen operations to include meal planning and inventory for roughly 50 people served daily.
- All other duties as assigned

Core Competencies and Qualifications

- Excellent verbal and written communication skills
- Ability to work independently
- Positive attitude
- Ability to work in a team environment

Education and/or Experience

- Associate's Degree preferred, high school diploma or GED required
- Knowledge of and experience in working with a wide spectrum of individual issues: poverty, substance abuse, mental health

Compensation

The compensation for this position is \$15.98/hour (this includes a \$1.50 shift differential for overnight shifts). Benefits include health insurance, dental insurance, vision insurance, vacation, holidays, sick leave, short & long term disability, life insurance, 401k retirement account and an Employee Assistance Plan.

To Apply

The deadline to apply is Wednesday, October 9, 2019, at 8:00am.

Send resume and cover letter to:

Tracy Melzl, Human Resources Assistant, Pillars, Inc., 605 E Hancock Street, Appleton, WI 54911

Pillars is an Equal Opportunity Employment employer

09/2019