



SHELTER. SUPPORT. SOLUTIONS.

Shelter Client Advocate, First and Second Shift (part-time) Job Announcement

What is the position?

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 Shelter and Pillars Adult and Family Shelter are 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.

The 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
- 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

- High school diploma or equivalency degree (GED, HSED) is required; post-secondary education in Human Services field is preferred. Previous experience working with individuals experiencing homelessness or families/individuals with mental health, AODA, legal, or other issues is preferred.
- Availability to work 8 hour shifts (1st and/or 2nd shift) varied days during the week; weekend availability is required

Compensation

The compensation for this part-time position is \$12.14/hour.

To Apply

Send resume and cover letter to tmelzl@pillarsinc.org or mail:

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

Pillars is an Equal Employment Opportunity employer committed to achieving a diverse workforce and to maintaining a community which welcomes and values a climate supporting equal opportunity and difference among its members.

All qualified applicants will receive consideration for employment without regard to race, national origin, color, religion, age, genetics, sex, sexual orientation, gender identity, disability or veteran status.

12/2019