



SHELTER. SUPPORT. SOLUTIONS.

Shelter Client Advocate, Full Time 2nd Shift, at Pillars Adult & Family Shelter Job Announcement

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 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 provides services in a shelter setting.

Essential Duties and Responsibilities

- Has passion for the mission of Pillars and displays agency values: Respect, Collaboration, Empowerment and Grit.
- Completes client intake process including interviewing potential clients, completing intake documentation, assessing eligibility for wait list, conducting tours, reviewing expectations and house rules, and educating potential clients on Pillars programs and processes.
- Serves as the first point of contact for clients, volunteers and any other building visitors, including walk-in and phone calls.
- Completes client exit process, including clients leaving both voluntarily and involuntarily. Conduct exit interviews with departing clients. Researches and completes exit process for no-shows.
- Maintains accurate and complete electronic log sheets for all families and individuals served, including documentation of significant events. Shares log and other items with Case Managers and other staff as appropriate.
- Assists the clients to successfully complete daily activities, including dispensing medications; focuses on providing resources and education to encourage self-sufficiency.
- Works with agency volunteers to create a positive environment; coordinates volunteer times, and assigns tasks and responsibilities to volunteers as necessary.
- Prepares and serves evening meal as necessary; orders food and other supplies.
- Reviews, organizes, and puts away donations.
- Collaborates with staff to provide complete continuum of care services, ensures the continuation of plans and goals created with case management staff, and promotes independence of clients.
- Maintains the security of the building and clients by following established safety procedures. Enforces the Pillars Adult and Family Shelter's zero tolerance policy for illegal drug and alcohol use. Calls appropriate law enforcement agency in the event that personal or client safety is jeopardized.
- Ensures building meets organizational standards for cleanliness and safety. Ensures chore list is updated daily and the clients have completed assigned chores in a timely manner.
- Completes rounds of the client floors, ensuring that chores are complete, curfew is met, clients are in bed by the designated times in the evening and out of bed by the designated times in the morning.

- Follows established admission guidelines for new and existing clients concerning house rule violations. Records all admission actions according to established procedures.
- Attends staff, board, and committee meetings as requested.
- Collaborates with other agencies as appropriate/necessary.
- Other duties as assigned.

Core Competencies

- **Confidentiality** – Ability to maintain confidential information and safeguard the security of information of Pillars and our clients. Keep private information from unauthorized individuals, either within Pillars or others outside the organization.
- **Building Relationships** – Demonstrates exceptional relationship-building ability with volunteers, clients and consumers, tenants, agency partners, donors and potential donors, board and committee members.
- **Conflict Management** – Reacts and responds to complaints, solves problems. Helps consumers and staff come to agreement; deescalates charged situations. Reacts quickly to assess the conflict and determine appropriate steps to resolve. Remains calm and professional during high stress situations.
- **Self-Management** – Takes initiative to seek out what needs to be done; responsible for attaining goals and following guidelines/procedures with minimal supervision or direction; strong sense of accountability and pride in work. Demonstrates flexibility and the ability to adapt to changing situations/expectations.
- **Quality** – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- **Decision Making** – Displays sound judgment when making decisions, at times with limited information; follows organizational policies and procedures; is aware of implications of state and federal regulations; able to make complex decisions in line with agency’s mission, vision and values.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others’ ideas and tries new things.

Qualifications

- High school diploma or GED required. Associate’s Degree preferred.
- Previous experience working with individuals experiencing homelessness or families with mental health, AODA, legal or other issues preferred
- This 40 hour per week position requires candidates to be available to work 8 hour shifts between 2:00pm – 12:00am, 7 days a week. Shelter Workers rotate nights, and as such, some weekend nights are required.

Work Environment

The Shelter Client Advocate must occasionally lift and/or move up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Current COVID Protocols

Masks are required to be worn by all employees in common areas. Masks are not required to be worn in offices if everyone in the office is vaccinated. COVID protocols are subject to change based on recommendations from the CDC and/or local health department recommendations.

Compensation

The compensation for this position is \$14.48 per hour. 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, send resume and cover letter to TMelzl@pillarsinc.org

Or mail: Tracy Melzl, Human Resources Assistant, Pillars, Inc, 605 E. Hancock St, Appleton, WI 54911

Pillars is an Affirmative Action 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