



## **ERIE UNITED METHODIST ALLIANCE, INC. JOB DESCRIPTION**

**POSITION TITLE:** 3rd Shift Client Advocate

**BASIC JOB FUNCTION:** Maintain a supportive, safe environment for the clients in shelter by interacting with residents and assuring the schedule, policies, and client goals are carried out.

**REPORTS TO:** Director of Housing

**WORK HOURS:** Full and Part-time opportunities available  
\$9.50 - \$12.50/hr with benefits for full-time hires

**ESSENTIAL JOB TASKS** | Maintain EUMA's confidentiality, record retention policy and database of records. Maintain division shared Outlook calendars. Perform general administrative functions including creating/formatting documents and handling incoming/outgoing correspondence.

### **RESPONSIBILITIES:**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Ensure the health and safety of all residents reporting any incident that jeopardizes this commitment;
- Conduct crisis and risk assessments in consultation with supervisor/team;
- Enlist crisis intervention techniques focused on enhancing the clients' ability to independently problem solve, utilize effective coping skills, and manage and self-coordinate own care;
- Ensure rules of the shelter are maintained;
- Ensure all facility entrances are secured and residents in shelter by curfew;
- Ensure that shelter building and grounds are maintained in a clean, orderly, safe condition;

- Issue supplies to residents when needed and maintain appropriate records;
- Maintain strict confidentiality regarding all residents/clients, staff information, records, and EUMA organizational issues;
- Attend EUMA all-staff meetings, in-services and/or trainings as required;
- Secure, safeguard, and protect EUMA property, equipment, and supplies
- Perform hourly walk through house and EUMA's The Refuge campus;
- Utilize evidence based practices in service delivery such as intensive case management, Motivational Interviewing, Harm Reduction, Critical Time Intervention and Housing First practices; and
- Periodic room cleaning and room preparation to welcome new clients.
- Refill cleaning supplies and perform light cleaning/laundry duties to ensure clean environment.
- Perform other duties as assigned by Program Director and/or Shelter Supervisor.

## **DOCUMENTATION**

- Maintain documentation standards as set forth by the Emergency Solutions Grant contract and EUMA policies;
- Collect all necessary documentation needed to support assistance provided;
- For all shelter residents identify permanent housing options;
- Record entries in daily log on an hourly basis.
- Read previous shift log updates and update shift log including census before completing shift;
- Provide case management services which include, but are not limited to, the following:
  - Providing appropriate resources, tools, and guidance to assist participants in achieving their housing plan goals;
  - Maintain electronic and hard copy case records; and
  - Other duties as assigned.

## **QUALIFICATIONS:**

- Commitment to the Erie United Methodist Alliance mission and core values
- High school diploma or GED required. At least three (3) years' experience working with at-risk populations required or equivalent;
- Understanding of and adherence to Housing First principles;
- Must have or be able to obtain Acts 33/34 clearances and FBI Fingerprinting;

## **SKILLS NEEDED:**

- Excellent inter-personal, verbal and written communication skills;
- Basic computer knowledge and skills necessary and use of database desirable;
- Maturity, good judgment, flexibility and a positive attitude;
- Ability to multi-task and shift gears quickly with good organizational skills;
- Ability to respond effectively to crisis situations;
- Understanding of and able to appropriately respond to poverty issues and cultural differences;
- Ability to work comfortably with people of diverse backgrounds and unusual lifestyles in a non-judgmental manner;

- Peer support specialists are encouraged to apply;
- Spanish speakers are encouraged to apply;
- Ability to interact professionally with staff, clients and other members of community;
- Maintaining professional boundaries and confidentiality a must;
- Initiative, ability to work independently under general supervision, with a highly developed sense of personal and professional responsibility.

Please submit your cover letter and resume' to: EUMA, HR, 1033 E. 26<sup>th</sup> St., Erie, PA 16504 or via email at [INFO@EUMA-Erie.org](mailto:INFO@EUMA-Erie.org)