



JOB DESCRIPTION

CLIENT ADVOCATE
ST. FRANCIS HOUSE, INC.
NON - PROFIT ORGANIZATION (Gainesville, FL)

Employment Type: Part-Time
Non-Profit Organization

JOB SUMMARY:

The front desk area is responsible for the coordination of the delivery of a full range of daily support and referral services for residents and day service clients. The overnight and evening shifts are concerned primarily with residents rather than day service clients.

PRIMARY RESPONSIBILITIES INCLUDE:

- Provide emotional and basic needs support to guests and residents.
- Monitor safety of environment and clients.
- Ensure safety and security of property and building.
- Provide shift change updates to incoming shift staff/volunteer to provide continuous service to the clients.
- Monitor daily activities and responsibilities of shelter guests as designated by the Director of Shelter Services.
- Collect accepted donations during specified hours, sort donations and store properly.
- Orient volunteers in procedures established to shelter operation.
- Schedule volunteers needed to respond to the needs of guests.
- Monitor compliance of volunteers with established policies and procedures.
- Respond to questions regarding requests for services by guests in a professional manner.
- Explain agency policies and expectations to volunteers and donors.
- Other duties as assigned.

VALUES AND CULTURE:

- Treat all clients, visitors, and employees with caring, kindness, respect, and dignity.
- Maintain strict confidentiality of all information.
- Adhere to the politics in the use of computer technology and all telecommunication devices.



CORE JOB REQUIREMENTS:

- Computer skills (including Microsoft Word and Excel) and the ability to learn new programs.
- Experience in Human Services and with a variety of populations.
- Ability to solve problems, make decisions, resolve conflicts and listen to volunteers and staff.
- Ability to deal calmly with crises.
- Interpersonal skills with the ability to be compassionate and firm and always maintain confidentiality.
- Knowledge of community resources.

BEHAVIORAL COMPETENCIES:

- Accountability
- Adaptability and flexibility
- Conflict resolution
- Teamwork and collaboration

REQUIREMENTS:

- High school diploma or equivalent, or relevant professional experience.
- Professional and respectful disposition when communicating with all staff, donors, volunteers, and guests.
- Demonstrate ability to collaborate with staff.
- Ability to work in a fast-paced environment and remain efficient and organized.
- Flexible scheduling allowing for availability that varies based on holidays and staff availability.
- Ability to effectively implement and communicate St. Francis House values, mission, and impact.
- Ability to establish rapport with groups, organizations, and individual volunteers.
- Ability to work on the computer and phone.
- Lifting light equipment/materials.
- May be scheduled days, nights, or weekends.

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