



JOB DESCRIPTION

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

Employment Type: Part-Time

JOB SUMMARY:

St. Francis House is seeking a compassionate and dedicated Client Advocate to join our team on a part-time basis. Client Advocates provide support and assistance to our clients, ensuring they receive the necessary resources and services. Client Advocates are responsible for the coordination of the delivery of a full range of daily support and referral services for residents and day service clients. This role requires excellent communication skills, empathy, and a strong desire to help others. The ideal candidate will be available to work weekends with flexibility for additional hours when needed.

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.

Job Type: Part-Time

Schedule: Saturdays & Sundays, 7:00 AM - 3:30 PM (with potential for additional hours as necessary)

Please send resume or any questions to info@stfrancishousegnv.com or call 352-378-9079.