



**St. Francis House**

413 S. Main St., Gainesville, FL 32601  
352-378-9079

*Creating New Futures*

for women & families experiencing homelessness

## ***JOB DESCRIPTION***

### **CLIENT ADVOCATE**

Non-Profit Organization

**Job Title:** Client Advocate

**Organization:** St. Francis House, Inc.

**Location:** 413 S. Main St., Gainesville, FL

**Employment Type:** Part-Time, 24-32 hours per week

**Reports to:** Director of Shelter Services

**Compensation:** Starting at \$13/hour

### **JOB SUMMARY**

St. Francis House is seeking a compassionate and dedicated Client Advocate to join our team part-time. In this role, you will provide essential support and advocacy for our guests, helping to ensure they receive the resources and services they need. This position involves coordinating a full range of daily support services for both shelter residents and day service clients. The ideal candidate will be a strong communicator with empathy and a genuine desire to assist others. Availability for weekend shifts is required, along with flexibility to work additional hours as needed.

### **PRIMARY RESPONSIBILITIES INCLUDE**

- Offer emotional and basic needs support to guests and residents.
- Maintain a safe and secure environment for all.
- Ensure property and building security.
- Monitor daily activities of shelter guests, following guidelines from the Director of Shelter Services.
- Provide thorough shift-change updates to other staff members for continuity of service.
- Accept and organize donations during designated times.
- Assist with overseeing volunteers, ensuring compliance with shelter procedures.
- Answer inquiries from guests and community professionally.
- Assist with basic service requests from guests and residents.
- Perform other duties as assigned.

### **CORE JOB REQUIREMENTS**

- Basic skill with Google Drive and Microsoft applications, including *Word*, *Excel*, and *Outlook*.
- Experience in Human Services with a variety of populations preferred.
- Ability to stay calm, make decisions, and deescalate situations when necessary.
- Possess accountability, adaptability and flexibility.
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### VALUES AND CULTURE

- Treat all clients, visitors, and employees with compassion, dignity, respect, and understanding.
- Develop knowledge of community resources to share with staff and guests.
- Maintain strict confidentiality of guest information and privacy.

### QUALIFICATIONS

- High school diploma or equivalent, or relevant professional experience.
- Professional and respectful disposition when interacting with staff, donors, volunteers, and guests.
- Ability to work efficiently in a fast-paced environment.
- Ability to effectively implement and communicate St. Francis House values, mission, and impact.
- Ability to establish rapport with guests, volunteers, and other community members.
- Ability to work individually and as part of a team.
- Flexible scheduling, occasionally working different days, nights, or weekends.
- Ability to move and/or lift light equipment, supplies, or donations (up to 50 lbs.).

### To Apply:

Please send resume and any inquiries to [info@stfrancishousegnv.com](mailto:info@stfrancishousegnv.com) or call 352-378-9079.

Deadline for this job opening is Friday, October 11, 2024.