



## **Job Description**

### **Client Support Advocate - Co-shelter Program (Part-time)**

**About the agency:** FamilyAid Boston empowers parents and caregivers facing homelessness to secure and sustain housing and build foundations for their children's futures. Our dedicated, resourceful staff works in partnership with parents facing housing crises to develop safe, stable housing solutions that build on families' strengths and meet their unique needs.

FamilyAid Boston's programs include homelessness prevention, emergency shelter, and supportive affordable housing for parents and children at risk of or experiencing homelessness. Each family we work with receives comprehensive social services designed to help them build a foundation for long-term housing stability.

FamilyAid Boston is a supportive, collaborative, and diverse workplace where staff from various departments work together to achieve our mission. Agency leadership supports staff in their professional growth and maintaining work/life balance. We provide frequent opportunities for staff to build community outside of the typical workday. We offer competitive salaries, health and dental plans, 403b retirement, and a generous paid time off package.

#### **Summary of the Position:**

Client Support Advocates work with families who are sharing shelter apartments as part of Massachusetts' Emergency Assistance family shelter program. Client Support Advocates provide general supervision of program participants and oversee adherence to program rules and expectations designed to promote client well-being and safety.

#### **Duties & Responsibilities:**

- Maintain safety and security of families
- Provide crisis intervention and conflict resolution
- Respond to emergency situations as they arise, notifying supervisor as needed
- General housekeeping of office and common areas during shift
- Maintain detailed documentation, including shift logs and incident reports
- Monitor and report facility and equipment maintenance needs
- Monitor participant activities
- Conduct building rounds
- Support families with problem solving and immediate needs
- Maintain client confidentiality and observe professional boundaries
- Attend Client Support Advocates staff meetings
- Perform other activities as assigned by supervisor

## **Qualifications**

- Associates or Bachelor's degree preferred
- CPR & First Aid certified
- Previous human service experience, preferably residential, with a strong interest in working with homeless families
- Ability to occasionally ascend and descend stairs up to three or more sets, frequently move equipment/snow weighing up to 5-20 lbs., and remain in a stationary position 50% of the time
- Ability to work alone and handle crises with good judgment, adequate communication skills – both written and oral
- Preference for bilingual (esp. Spanish) capability
- Dependable, adaptable, and able to cope with stress
- Ability to multi-task and effectively prioritize competing demands
- Good follow-through and attention to detail
- Ability/flexibility to work extended shifts in emergency situations when needed
- Strong team player

## **Work Schedule:**

Permanent Part-time, with number of hours and schedule to be determined with flexibility to best meet program needs. Shifts: 7/8am-3pm, 3/4pm-11pm, and awake overnight 11pm-7/8am

## **Supervision:**

Reports to Program Manager.

## **Location:**

Position is based at a family shelter located in a residential Boston neighborhood

## **To Apply:**

Please email or mail a cover letter and resume to:

Human Resources

FamilyAid Boston

727 Atlantic Ave

Boston, MA 02111

Email: [hr@familyaidboston.org](mailto:hr@familyaidboston.org)

**FamilyAid Boston is committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation, or age.**