



Residential Support Advocate - Co-Shelter Program

FamilyAid Boston, the city's largest human service agency solely focused on ending childhood and family homelessness, is seeking a Residential Support Advocate (Co-Shelter Program), to support FamilyAid Boston staff as they support parents to transition out of shelter.

The Residential Support Advocate (RSA) will work with families living in co-sheltering facilities as part of the Department of Housing and Community Development's Emergency Assistance family shelter program. The Residential Support Advocate provides general support to program participants and oversees adherence to program rules and expectations designed to promote client well-being and safety through a trauma informed approach. The RSA will orient new families at move-in walk through, provide ongoing monitoring and support of shelter living environment, and assistance with move-out & walk-throughs, support shelter guests or staff as needed in the event of a crisis at a shelter facility, receive and document maintenance requests on behalf of families, ensure that all families have all supplies required to meet FamilyAid Boston's standards and requirements of DHCD shelter contract, complete 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.

The successful candidate is CPR & First Aid certified, has previous human service experience, preferably residential, a strong interest in working with homeless families. Understands Trauma Informed Care, 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. Associates or Bachelor's degree preferred, or significant relevant experience.

FamilyAid Boston is dynamic, friendly, and diverse where results, professional growth and work/life balance are valued. We offer competitive salaries, contribute to

employees' health, dental and retirement plans, and provide generous paid time off. The agency 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.

Interested applicants should send a cover letter and resume to hr@familyaidboston.org. Applications will be reviewed on a rolling basis.