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## YOUTH SHELTER ADVOCATE

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**NFHC Youth Shelter may have current openings for full-time, part-time, or relief positions.**

- Full-time: Minimum of 32 hours a week
- Part-time: Minimum of 16 hours a week
- Relief: Assists with filling in shifts as needed or are scheduled to work fixed # of hours/week that is less than 16/week. Relief positions are great opportunities for people with limited availability to get involved in helping survivors or to start employment if the shelter does not have current openings for part-time or full-time positions!

Email [hr@northlandfamily.org](mailto:hr@northlandfamily.org) to submit a job application or inquire about current job openings

**Status:** Non-exempt  
**Salary:** \$17.50/hour, \$18.50/hour for hours worked between 10:00 pm and 6:00 am  
**Benefits:** PTO accrual on hours worked, 403(b) retirement plan option, holiday pay, paid initial 40-hour training, continued learning environment with paid trainings  
**Funding:** Subject to availability of funds

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**POSITION SUMMARY:** This position is responsible for providing daily support and advocacy for residents in Northland Family Help Center's Youth Shelter, in compliance with contracts and NFHC Policies and Procedures

### ESSENTIAL DUTIES / RESPONSIBILITIES

- Provide information, resources, life skills training, and support to clients
- Provide care to clients as indicated in client's service plan
- Assist clients in following program and behavioral expectations
- Provide crisis management as needed
- Intervene in situations related to client care and safety
- Provide or assist with educational programs and group activities for shelter clients
- Assist clients in their interaction with other agencies
- Make appropriate referrals to other agencies according to client needs
- Maintain accurate records and documentation
- Provide shelter/house management (cleaning, organizing, sorting donations, etc.)
- Conduct daily and nightly room checks and supervision of youth in client spaces
- Respond to visitors and residents at the facility and by phone
- Complete frequent, planned safety checks of shelter and HALO House public areas
- Attend and participate in mandatory trainings
- Attend and participate in required staff meetings
- Attend and participate in weekly clinical supervision with NFHC clinical staff
- Participate in supervision with Shelter Manager
- Ability and willingness to provide First Aid or CPR to clients or staff members if necessary
- Other duties as may be assigned in shelter program

### KNOWLEDGE, SKILLS, AND ABILITIES

A Youth Shelter Advocate must possess the skills and knowledge necessary to:

- Protect client rights and provide care that promotes client dignity, independence, individuality, strengths, privacy, and choice
- Recognize trauma response symptoms
- Meet the unique needs of the client populations served by NFHC, such as children and other individuals that may be victims of domestic violence or family violence, youth in foster care, multi-systems involved youth
- Protect and maintain the confidentiality of client records and information
- Recognize and respect cultural differences
- Recognize, prevent, and respond to a situation in which a client: may be a danger to self or a danger to others, may display aggressive or destructive behavior, may be experiencing a crisis situation, or may be experiencing a medical emergency
- Demonstrate ability to embody the NFHC mission and philosophy and values, including trauma-informed approaches, empowerment, and respect
- Demonstrate ethical behavior and understand and implement principles and ethics of social services practice
- Have basic knowledge of medications commonly prescribed for mental health and be aware of and able to recognize common side effects and adverse reactions to such medications
- Recognize and respond to a fire, disaster, hazard, medical emergency, or other emergency situation

#### **MINIMUM QUALIFICATIONS**

- Must be at least 21 years of age
- Associate's degree in a field related to behavioral health, social services, health, public health, or human services AND at least 1 year of experience working with youth  
OR
- Bachelor's degree in field related to behavioral health, social services, health, public health, or human services
- Any equivalent combination of experience, training, and education approved by the Executive Director

#### **PREFERRED QUALIFICATIONS**

- Bachelor's or Master's degree in field related Human Services (social/behavioral science, social work, psychology, sociology, public health, etc.)
- Experience in Human Services

#### **REQUIRED CERTIFICATIONS**

- Valid driver's license
- Proof of auto insurance
- Diploma or official transcripts
- Successful annual TB test (upon hire)
- Successful biannual physical exam (upon hire)
- Adult, child, and infant First Aid/CPR (upon hire)
- Fingerprint Clearance Card (upon hire)
- Successful background checks (upon hire)\*
- Successful drug test (upon hire)
- Any other certification or acknowledgment as may be required by the agency, licensure, or funders

**\* Note: If you have lived outside of Arizona in the past five (5) years, this position requires an Adam Walsh Act background check for all states lived outside of Arizona. Successful results of this background check must be returned before the candidate can begin work in the Youth Shelter. Time for results to return varies by state, but typically take several weeks or more.**

#### **WORKING CONDITIONS / PHYSICAL REQUIREMENTS**

- Position requires periods of desk time, as well as periods of mobility
- Position requires the ability to keep pace with clients (children ages birth to 18, and/or adults)
- Position involves frequent interaction with residential shelter clients, individuals with mental health challenges, and abuse survivors, both adult and child
- Position may require lifting/carrying up to 50 lbs
- Position may require kneeling, reaching, and stooping

- Position requires fluent and effective communication skills with diverse age groups and populations
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions

***This job description is intended to describe the general nature and level of work being performed. This job description is not intended, nor shall it be construed as, a contract of or for employment, nor is it an exhaustive list of all responsibilities, duties and skills required of staff so classified. Northland Family Help Center reserves the right to amend this job description at any time, with or without prior notice.***

***Northland Family Help Center is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.***