Position: Shelter Advocate
Supervisor: Shelter Director
Program: Mosaic House
Location: Dallas, TX
Hours: Mondays to Fridays, 2:00 PM to 10:00 PM, as needed
Type: Full-Time, 40 hours/week
Classification: Non-Exempt

ABOUT MOSAIC FAMILY SERVICES
Mosaic is a safe haven for survivors of human rights abuses, including human trafficking and domestic violence. Mosaic Family Services transforms, empowers, and rebuilds our clients' lives through culturally competent services.

Summary
The Shelter Advocate is essential to the residents' shelter experience, growth, and community living. The Overnight Shelter Advocate is responsible for providing advocacy, information, referrals, and related support and assistance to Mosaic House residents.

Essential Functions & Responsibilities
- Answer the 24-hr hotline and screen calls for program admission and provide appropriate referrals and information for callers (victims and non-victims).
- Create a safe and welcoming environment for residents by greeting residents, responding to resident request(s), and ensuring residents are provided with high-quality emotional support.
- Implement procedures to ensure the safety of the building including but not limited to: camera system, interior and exterior areas, and includes communicating maintenance issues as needed.
- Maintain proper client and program documentation: communication logs, schedules, volunteer sign in/out sheets, confidentiality forms, and daily case notes, etc.
- Maintain applicable knowledge of Mosaic Family Services' policies and procedures.
- To ensure cleanliness and order of the shelter, Advocate will restock interior storage as needed and maintain order and sanitation to direct workspaces and common areas as needed.
- Assist with other duties as assigned by Supervisor or their designee.

Job Skills and Qualifications
- *Required*
  - Experience working with vulnerable populations.
  - Valid State Driver's License.
  - CPR and First Aid Certification (or ability to obtain with established timeframe).
  - Work hours as scheduled on time for adequate shift change and coverage.
  - Attend all four (4) Quarterly Agency Staff Meetings.
  - Must have reliable transportation.
  - Must be able to be reached, respond to all requests for coverage, and be willing to provide contact information.
  - Ability to climb steps and lift occasional bulky items such as donations, large containers, household goods, and laundry.
  - Ability to respect and adapt to differences in perspective, backgrounds, beliefs, and needs.
- *Preferred*
  - Desire to serve survivors of violence, especially in family violence and human trafficking.

o Attentive to detail, demonstrate emotional maturity, flexible in management of responsibilities, ability to work independently, and creatively problem solve to meet needs of residents.
o Ideal candidate should have the ability to prioritize tasks, above average skills in time management, and adaptability to unplanned situations.

Salary: $35,000 + DOE

Benefits:
- Health, vision, and dental insurance
- Life and AD&D insurance
- Retirement matching
- Paid Time Off
- Paid holidays
- Paid Parental Leave
- Employee Assistance Program

DEI Statement

Mosaic is committed to creating and advancing a culture of inclusion, diversity and belonging where all feel engaged, respected, and valued. Mosaic will not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, gender, gender identity, sexual orientation, age, familial status, or disability. We strongly encourage persons with lived experiences of our client populations in addition to members of traditionally underrepresented communities to apply, including people of color, LGBTQIA+ identified people, gender-nonconforming people, people with disabilities, veterans, and people who speak a language in addition to English.

To apply for this position, please send a cover letter and resume to hr@mosaicservices.org.