



Position: Shelter Advocate
Program: Mosaic House
Supervisor: Assistant Shelter Director
Location: Dallas, TX
Hours: Monday - Friday, 2:00 PM to 10:30 PM, flexibility to work other shifts and holidays as needed to support the 24/7 operational hours of the shelter
Type: Full-Time
Classification: Non-Exempt
Funding Status: Grant-funded position
Union Status: This position operates within a unionized environment and supports employees covered by a collective bargaining agreement (CBA). This position itself is represented and is required to adhere to the terms, conditions, and procedures outlined in the applicable collective bargaining agreement.

Job Summary

Mosaic House provides trauma-informed, survivor-centered, and culturally responsive emergency shelter and other support services to survivors of family violence and human trafficking. The Shelter Advocate is responsible for providing day-to-day support to residents and creating a safe and healing community living environment. This position will also work collaboratively with the shelter team and Case Management, Legal, Transitional Housing, and other departments, and community partners to ensure a holistic approach and best outcomes for survivors. The ideal candidate will be dependable, compassionate, and a team player.

Essential Functions and Responsibilities

- Understand and implement the fundamentals of Trauma-Informed Care, Culturally Responsive Services, Voluntary Services, and other approaches that align with Mosaic and mission.
- 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.
- Complete intakes and orientation to all residents and ensure their initial needs are met as well as reviewing the shelter handbook
- 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.
- Encouraging, and supporting resident participation in program services, shelter guidelines, and policies and procedures.
- Maintain proper client and program documentation: communication logs, schedules, volunteer sign in/out sheets, confidentiality forms, and daily case notes, etc.
- To ensure 24/7 coverage, Shelter Advocate will be on time for their scheduled shift and complete their entire shift without leaving the premises.
- 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.
- Maintain applicable knowledge of Mosaic Family Services' policies and procedures.
- Attend staff and agency meetings and events.
- Provide interpretation and translation services as applicable and as needed.
- Assist with other duties as assigned by Supervisor or their designee.



Qualifications and Skills

Required

- Minimum of high school, GED, or 2+ years of equivalent work experience in a related field.
- Valid State Driver's License and reliable transportation.
- Desire to assist survivors of family violence and/or human trafficking, and/or underserved populations.
- 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.
- Ability to prioritize tasks, above average skills in time management, and adaptability to crisis and unplanned situations.
- Attentive to detail, demonstrate emotional maturity, flexible in management of responsibilities, ability to work independently, and creative problem-solving to meet needs of residents.
- Ability to engage with children in an age appropriate and developmentally appropriate manner
- Work hours as scheduled on time for adequate shift change and coverage.
- Must be able to be reached, respond to all requests for coverage, and be willing to provide contact information.
- CPR and First Aid Certification (or ability to obtain with established timeframe).
- Knowledge and experience of de-escalation or handling crisis situations using sound professional judgment, ethical practice, and common sense.
- Ability to effectively work and communicate (oral and written) with individuals with diverse backgrounds.
- Ability to respond in a constructive, supportive manner in crisis situations.
- Ability to creatively solve practical problems with limited available resources.
- Strong organization and time management skills and ability to multitask and adapt in a fast-paced and changing environment.
- Proficiency in technology skills, including Microsoft Office.

Preferred

- Degree in Social Work, social service, child development, youth, and/or related field
- Experience working with survivors of family violence and human trafficking, underserved populations, and/or individuals with shared or lived experience.
- Bilingual in English, Spanish, or other Asian, Middle Eastern, or African languages.
- Experience, knowledge, and sensitivity working with survivors, individuals with trauma, abuse, exploitation, and/or vulnerable or underserved populations.
- Experience with advocacy surrounding systemic issues and challenges.
- Personal survivorship, lived experience, or exposure to interpersonal trauma.
- Bilingual in English, Spanish, or other Asian, Middle Eastern, or African languages.

Core Competencies

- Confidentiality and ethical judgment
- Strong organizational and time management skills
- Ability to work collaboratively in a unionized environment
- Customer service orientation and professionalism
- Clear written and verbal communication

Work Environment & Physical Requirements

- Solely onsite shelter-based work environment
- Must be able to lift up to 30lbs.



Salary & Benefits: Starting at \$20.00/hour+ DOE

- Health Insurance (employer supplemented)
- Life and AD&D insurance (employer paid)
- Dental, vision, and supplemental insurance options
- Paid Time Off, Holidays, and Parental Leave
- Retirement matching
- Employee Assistance Plan (EAP)
- Employee discount program

This position is primarily government grant-funded and dependent on the availability of government funding and awards received by each agency fiscal year (October – September).

About Mosaic Family Services

We support, educate, and empower the multicultural individuals and families of North Texas. We are dedicated to serving survivors of human rights abuses from around the world and within our community. We create access to opportunities for our clients, empowering them toward independence. We hope to equip future leaders with the skills to impact their own diverse communities for a stronger, more vibrant North Texas. We believe dignity is a human right. We believe that freedom is a human right. We believe that justice is a human right.

Mosaic Family Services is an Equal Opportunity Employer. We are committed to providing equal employment opportunities to all employees and applicants and do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, marital status, or any other characteristic protected by applicable federal, state, or local laws.

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