



POSITION: Guest Advocate – Full Time

REPORTS TO: Residential Shelter Manager

JOB DESCRIPTION: Guest advocates serve as program staff in day-to-day operations of The Spring Shelter, assisting guests and their children in meeting their goals and connecting them with programs and services at The Spring.

DUTIES AND RESPONSIBILITIES:

- Be available to meet immediate needs of the guests and their children
- Gather information via telephone or face-to-face interviews from prospective guests
- Complete new intakes and discharges according to policy and procedures
- Work with guests on goals to help them safely transition out of the shelter
- Chart in guest’s charts and record service codes daily
- Advocate for assigned case load and connect guests with on-site and other resources
- Assist with meal preparation as needed
- Answer telephones and front door as needed
- Be available for emergencies and respond accordingly
- Transport guests in The Spring vehicle as needed
- Assist with children’s activities as needed
- Attend training as needed to meet domestic violence, sexual assault, and human sex trafficking standards
- Available to work 40 hours per week – occasional nights and weekends may be required

QUALIFICATIONS:

- High School Diploma or GED
- Able to successfully handle multiple demands and perform effectively despite changing priorities
- Willing and able to develop relationships with guests and their children within professional boundaries
- Ability to maintain client confidentiality
- Willing and able to work both independently and as a team member
- Must be able to sign The Spring's Statement of Faith
- Must have valid Oklahoma driver’s license

Applications should include a cover letter highlighting interest and qualifications, a resume or CV, and a list of three recent professional references who can attest to candidate’s knowledge, skills and abilities. References will only be contacted after a successful in-person interview. Send applications to kelly.l@thespringok.org to be considered for the position.