



**Job Title:** Advocate

**Reports to:** Emergency Shelter Program Manager

**Reviewed:** 2/24/2025

**Position Summary:** The Advocate positions will be responsible for maintaining a professional atmosphere at Pathways' facility while serving the needs of participants and collaborating with office staff to provide supportive services to shelter guests.

**Requirements:** High School Diploma required or GED. Prior experience in a Human Services related field preferred but not required. Must have a valid driver's license.

**Core Values:** Pathways has 6 core values (listed below) that will be adhered to by all staff, board members and volunteers.

1. **Integrity:** We act in a way and make decisions that are, at all times, honest, truthful, transparent, authentic, consistent, and relative to Pathways' mission and values. We will show accountability to see each task through to its fulfillment and hold others to the same expectation. We actively listen and are open to feedback and improvement. We take responsibilities for our mistakes and learn from them. We acknowledge our roles in conflicts and participate in finding and implementing solutions.
2. **Respect:** We value, listen to, learn from and appreciate each other, our participants, our board, our donors and our community. We treat every person with dignity. We assume the best intentions in all people, giving everyone the benefit of the doubt. We give feedback directly, respectfully, and with a focus on solutions. We communicate our needs and expectations openly, and do not get angry at others' failures to fulfill expectations we do not clearly set. We carry out conversations and actions in a way that is thoughtful and high in quality.
3. **Inspiration:** We choose to see the potential in every person we meet. We inspire hope and create opportunities that empower. We will strive to be passionate about breaking the cycle of homelessness in those we serve. We will be actively present while on duty for Pathways, whether at the facility, in the community, or at a meeting. We will arrive ready to make a difference in the lives of those we serve.
4. **Excellence:** We will demonstrate exceptional performance and service. We will implement programs that not only meet our mission, but also meet our mission beyond expectations. We will evaluate every aspect of pathways, including our board, employees, participants, and specific programs.
5. **Community:** We are community leaders and advocates for individuals and families experiencing homelessness, and those at risk of homelessness. We will engage in various aspects of the Yankton community and surrounding areas. We will seek out partnerships that will be mutually beneficial. We will encourage collaboration between Pathways and other agencies, businesses or organizations and strive to eliminate the duplication of resources.
6. **Responsible Stewardship:** We will receive and accept all gifts or donations with enthusiasm and express sincere thanks using appropriate methods. We will demonstrate responsible use of the gifts and donations and provide proof of responsible use. We will provide recognition for donors in a respectful and appropriate manner.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned as needed.

***Operations***

1. Understand and maintain strict confidentiality for every Pathways participant.
2. Be available to all Pathways participants to aid them towards their case goals.
3. Oversees the day-to-day needs of participants in the shelter.
4. Be knowledgeable of community agencies and services, provide advocacy towards these resources on behalf of Pathways participants.
5. Conduct PBTs (breathalyzers) for participants that are returning from late work shifts.
6. Assists with room checks and intensive searches with the help of Lead Advocate.
7. Uphold Pathways' policies and procedures, strictly enforcing Pathways' rules.
8. Recognize & deal with crisis situations, but knowing your own limitations, knowing when to alert authorities or ask for help.
9. Maintains a positive team approach to services by ensuring that all concerns or potential conflicts are addressed immediately with the best interest of the participant, solidarity of the staff and the mission of Pathways being a focus over self.
10. Perform any laundry or cleaning as needed throughout shift.
11. Perform any organization of goods throughout shift.
12. Provide rides in company vehicle for participants who lack transportation.
13. Any other duties agreed upon by supervisor and employee.

***Administrative Tasks***

14. Maintain accurate documentation of each participant and any important events using Slack and Google Drive.
15. Answering the phone is a priority, ensuring the caller is transferred to the proper staff member.
16. Participate in keeping up with the "Daily Advocate Checklist".
17. conduct intakes for new shelter guests
  1. Manage/direct volunteer traffic during individual or group projects.
18. Monitor security cameras throughout shift.
19. Attend weekly program staff meetings, and monthly all staff meetings.
20. Attend meetings and trainings as requested by supervisor.

**Hours:** Monday through Friday, 12:30pm to 6:30pm

**Wage:** \$15/hour

**Benefits:** No benefits are offered with this position.

Advocate signature: \_\_\_\_\_

Date: \_\_\_\_\_

Executive Director signature: \_\_\_\_\_

Date: \_\_\_\_\_