

Job Title	Residential Advocate – 24 Hours – Shift 3 Part-Time
Employer/ Agency	Houston Area Women’s Center
Job Description	<p>Being a Part-Time Residential Advocate at HAWC you will be responsible for overseeing the safety and security of the Flagship Campus. They are responsible for providing services including assisting clients with crisis intervention and providing information/referrals to clients. In this role you monitor security cameras and entrances/exits of the campus for individuals accessing the shelter to ensure client safety. In this role you are responsible for all incoming calls and route calls accordingly.</p> <ul style="list-style-type: none"> • You will monitor security systems for unusual activity and provide shelter access to clients, staff, and volunteers. • You will manage access cards for clients, staff, and visitors utilizing EMERGE security program. • You will perform necessary shelter operations, including providing access cards to client, and maintaining a Daily Activity report. • You will enforce residential guidelines. • You will provide crisis intervention and information/referrals to clients. • You will provide administrative support to staff members such as relaying messages, providing resource referrals, etc. • You assist in conflict resolution with the objective of modeling and encouraging positive methods of problem solving, respectful communication, and self-restraint. • You will ensure the security and safety of the Flagship Campus and its residents when handling crisis situations. • You will answer and route incoming calls. • You will collaborate with Residential Mentors, Case Managers, and Hotline Advocates to provide support to clients. • Other duties/projects may be assigned.
Qualifications	<ul style="list-style-type: none"> • High School Diploma or equivalent. • A minimum of one year’s experience in customer services, administrative support, or in a non-profit setting working with clients from diverse backgrounds. • Proficient in Microsoft Office (Word, Teams, Outlook) • Bilingual in both Spanish and English, preferred • You have a valid Texas driver’s license with a good driving record; reliable transportation; ability to travel to off-site locations utilizing personal transportation.
Salary/Hours	<ul style="list-style-type: none"> ▪ Starting Pay Rate: \$17.02 hourly ▪ Pay schedule bi-monthly ▪ Vison benefits ▪ Generous Paid time Off- 11 paid holidays per year, 1.5 personal holidays per year, approx. 4 Vacation days per year, approx. 2.5 days per year of accrued Sick time ▪ 401K the agency matches 125% of employee contributions up to 4% of the annual salary after completing 1000 hours and one year of service ▪ Employee Assistance Program

City, State, Zip	Houston, TX
Application Method	Apply Here: https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=205340&clientkey=375885033217726F70F9776A0B3CFE54
Opening Date	Immediately

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