



## **Residential Support Advocate - Co-Shelter Program (Evening and Overnight Shift)**

FamilyAid is Greater Boston's leading provider of solutions to family homelessness. Its mission is to empower parents and caregivers facing homelessness to secure and sustain housing and build strong foundations for their children's futures.

The hundred-plus year-old agency has launched bold new strategies to reduce two-generation homelessness by dramatically increasing its prevention, housing, and supportive services for children and parents, putting the organization on a fast-growth trajectory.

To support these strategies, the agency seeks a dynamic, driven Residential Support Advocate to contribute to the agency's work with homeless families with children, through ongoing monitoring and support of shelter living environment, thus deepening our two-generation approach to more than 4,000 children and parents.

The Residential Support Advocate (RSA) will work with families living in co-sheltering facilities as part of the Department of Housing and Community Development's Emergency Assistance family shelter program. The RSA provides general support to program participants and oversees adherence to program rules and expectations designed to promote client well-being and safety through a trauma informed approach. The RSA will orient new families at move-in walk through, provide ongoing monitoring and support of shelter living environment, and assistance with move-out & walk-throughs, support shelter guests or staff as needed in the event of a crisis at a shelter facility, receive and document maintenance requests on behalf of families, ensure that all families have all supplies required to meet Family Aid's standards and requirements of DHCD shelter contract, complete general housekeeping of office and common areas during shift, maintain detailed documentation, including shift logs and incident reports, monitor and report facility and equipment maintenance needs.

The successful candidate is CPR/First Aid certified or has ability to gain certification, has previous human service experience, preferably residential, and possesses a strong interest in working with homeless families. Successful candidates will understand Trauma Informed Care and have the ability to ascend and descend stairs, and occasionally move equipment weighing up to 5-20 lbs.

Ability to work alone and handle crises with good judgment, adequate communication skills – both written and oral. Preference for bilingual (especially Spanish) capability.

Dependable, adaptable, and able to cope with stress. Ability to multi-task and effectively prioritize competing demands. Associates or bachelor's degree preferred, or significant relevant experience.

FamilyAid's supportive, collaborative, and diverse workplace is an ideal work environment for experienced, result-oriented professionals who are driven to help children and families thrive.

The agency supports professional growth, and offers competitive salaries, health, and dental plans, an employer-contributed 403b retirement plan, and a generous paid time off package.

**Work Schedule:**

Full-time with number of hours and schedule to be determined with flexibility to best meet program needs. Evening shifts: 3/4pm-11pm, and awake overnight 11pm-7/8am

**Supervision:**

Client Service and Compliance Supervisor

**Location:**

Position is based at a family shelter located in a residential Boston neighborhood.

**To apply:**

Please send your cover letter and resume to [hr@familyaidboston.org](mailto:hr@familyaidboston.org)

Applications will be reviewed on a rolling basis.

FamilyAid's vaccine policy requires all new employees be fully vaccinated against Covid-19, including booster doses, at the time of hire.

**FamilyAid is committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation, or age.**