# Job Description

**Mission of Hope House**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Shelter Support Advocate</th>
<th>Job Category:</th>
<th>Full Time or Part Time Hourly</th>
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<tbody>
<tr>
<td>Salary/Hourly</td>
<td>$14/hour</td>
<td></td>
<td></td>
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<tr>
<td>Location</td>
<td>MOHH Shelter</td>
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<tr>
<td>Reports to:</td>
<td>House Manager</td>
<td></td>
<td></td>
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<tr>
<td>Hours:</td>
<td>Varies - 1st, 2nd and 3rd shift</td>
<td></td>
<td></td>
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<tr>
<td>Date Updated:</td>
<td>10/24/2022</td>
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## Role and Responsibilities

This position will report to the House Manager of Mission of Hope House of WI, Inc. (MOHH). This position will work as part of a team to provide services to clients and maintain operations of MOHH and assist with various projects. Work closely with other staff preparing documents for recording purposes. This position will be subject to random drug and alcohol testing.

Responsibilities would involve providing support for various shifts as needed.

- Maintain a safe, clean, and respectful environment for all clients, staff, and volunteers
- Recruit and coordinate and work with volunteers and maintain volunteer records
- Track volunteers and donations using NEON CRM
- Open mail, prepare deposits for bank, distribute mail to other clients and staff
- Enter donations into NEON CRM and ensure Thank You letters are sent to donors
- Responsible for MOHH Meal Program, which may include grocery shopping and planning out daily meals by working with clients to enable self-sufficiency.
- Set up for Meals
- Update and maintain Shift Relief Log and Client Notebook on a daily basis.
- Assist Volunteers bringing in Meals, Preparation of a meal when there isn’t a donation
- Record all meal donations into NEON CRM
- Answer and Respond to incoming phone calls in a professional manner
- Assist with Background Checks
- Pre-Intake of Clients needing Shelter
- Drug and Alcohol Testing
- Data Entry using Microsoft Word, Excel and occasionally PowerPoint
- Other projects and duties as assigned
- Adhere to MOHH Policies and Procedures
- Ensure clients and volunteers adhere to MOHH Policies and Procedures
- Attend continuing education trainings and MOHH scheduled meetings
- Communicate to the next shift relevant information providing updates

*To promote self-sufficiency and improve the lives of families affected by poverty and homelessness and to engage our community in the fight to end homelessness*
QUALIFICATIONS AND EDUCATION REQUIREMENTS

High School diploma or GED required
Associate’s or Bachelor’s degree in a related field is preferred
CPR and First Aid Certification Preferred

PREFERRED SKILLS

Strong Interpersonal Skills Required
Problem-Solving/Critical Thinking skills
Knowledge of trauma informed, mental health and addiction is a plus
Good written and verbal communication skills
Enthusiasm, empathy and commitment to advancing the Mission of MOHH
Flexibility; ability to work in an ever evolving and changing environment

Computer Knowledge
Detail Oriented
Active listening skills
Organizational skills
Service Oriented

“To promote self-sufficiency and improve the lives of families affected by poverty and homelessness and to engage our community in the fight to end homelessness”