



Family Promise of Spokane

Support Staff - Family Advocate (Part-time, On-call)

Last Updated: 1/7/2025

REPORTS TO: Shelter Program Manager

SCHEDULE: Schedules are published a month in advance. As an on-call employee you can review available shifts and can commit to working available shifts, up to 32 hours per week as needed.

FLSA STATUS: Non-Exempt

SALARY: \$20.00 per hour

JOB DESCRIPTION: Are you passionate about making a difference in the lives of families facing homelessness? Do you thrive in a collaborative and empathetic environment? We are looking for a dedicated Family Advocate to join our team and support families in our shelter, ensuring they have access to our case management team, stabilization resources, essential services, and feel encouraged during their stay.

At *Family Promise of Spokane*, we live by our core values:

- **Radical Empathy** – We deeply care about the families we serve and strive to understand their unique challenges.
- **Collaborative Stewardship** – We believe in working together, sharing responsibility, and using resources wisely.
- **Intentional Innovation** – We seek creative solutions to make a meaningful impact.
- **Compassionate Competitiveness** – We aim to provide the best support possible while maintaining a spirit of grace and kindness.
- **Curious Accountability** – We hold ourselves and others accountable, always seeking to learn and improve.

POSITION DUTIES:

- **Provide a Welcoming Environment:** Create and maintain a friendly, safe space for families, volunteers, and partners.
- **Task Management:** Oversee daily shelter operations, including schedules, cleaning, laundry, and food distribution.
- **Support Families:** Work closely with families to provide emotional and practical support, helping them navigate services and find solutions.
- **Team Leadership:** Supervise support staff, volunteers, and interns, ensuring tasks are completed, protocols are followed, and everyone is supported.

- **Documentation & Communication:** Document guest interactions, incidents, and shelter operations clearly and professionally. Communicate effectively with the team using platforms like Slack.
- **Maintain Safety:** Monitor shelter activities, enforce safety protocols, and respond to emergencies with calm professionalism.
- **Volunteer Coordination:** Host volunteer groups, provide training, and ensure a positive experience for everyone involved.

QUALIFICATIONS:

- **Experience:** At least one year of experience working with homeless families or individuals, whether through paid or volunteer work. Lived experience is valued.
- **Education:** BA in Social Work, Human Services, or a related field preferred but not required.
- **Skills:** Strong problem-solving, time management, and communication skills. Comfort in working with diverse populations and handling challenging situations.
- **Technology:** Familiarity with Google Suite, Slack, and basic data entry.
- **Command of the English Language:** Command of the English language, ability to document case notes.

College students, veterans and night owls encouraged to apply!

TO APPLY: Fill out an online application at www.familypromiseofspokane.org/careers. We may reach out for an interview if desired.

Family Promise of Spokane retains the discretion to add to or change the duties of the position at any time. This document is not a contract.