



Homeless Advocate Job Description

Description: Tahoe Coalition for the Homeless seeks a Homeless Advocate to provide ongoing outreach to homeless encampments in South Lake Tahoe and administrative assistance at the TCH administrative office.

The Homeless Advocate is primarily responsible for maintaining the overall safety in the administrative office by following and enforcing all TCH policies. The Homeless Advocate will facilitate the shower program, field phone calls appropriately, and abide by all office safety and hygiene protocols. The Homeless Advocate will also participate in regular community street outreach activities in homeless encampments with TCH staff and follow all outreach safety protocols while doing so.

Goal: To operate the office programs and Outreach program consistent with the guidelines established by the Board of Directors of Tahoe Coalition for the Homeless.

Reporting: The Homeless Advocate reports to the Program Manager.

Specific Duties:

- Provide overall supervision for office lobby and shower program
- Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
- Engage in outreach activities with TCH staff
- Attend team meetings, case conferences, training workshops and community meetings as needed.
- Ensure the site remains safe for clients and staff
- Be familiar with and uphold all TCH rules and policies
- Process limited laundry
- Maintain office supply inventory
- Provide clients with basic needs items (socks, hygiene supplies, etc.)
- Log any incidents using an Incident Report Form
- Report any health and/or safety concerns to the Program Manager
- Assist TCH staff with other basic tasks as necessary

Requirements:

- Ability to maintain clear personal and professional boundaries with clients.
- Ability to work effectively in constantly changing and sometimes demanding or chaotic environments.
- Ability to remain alert and on duty throughout shifts.
- Ability to respond responsibly in emergency and crisis situations.



- Ability to communicate well both orally and in written form and follow detailed instructions.
- Ability to effectively interact with clients, co-workers, and volunteers with diverse ethnic and cultural backgrounds and treat everyone with respect, dignity, and compassion.
- Physical ability to lift 25 pounds, sit, stand, bend, reach, and perform cleaning duties.
- Employee must agree to be subjected to outside environmental conditions while conducting various levels of outreach to homeless neighbors. In addition to working in a typical office environment, the navigator will be required to work in outdoor areas inhabited by homeless persons.
- Pass a criminal background check.

Hours: Typically, 9a-5p, Monday-Friday. Schedule is subject to change.

Wage: \$15/hr

Mission:

Our mission is to support our neighbors experiencing homelessness by partnering with our community to promote awareness, provide warm beds, and encourage self-sufficiency.

Vision:

Our vision is to work together to end homelessness on the South Shore.

Values:

We cultivate a culture of shared responsibility that recognizes those experiencing homelessness as members of our community. We lead with integrity, show respect, and uphold fairness. We accept people where they are without judgement and treat one another with dignity and respect. We provide opportunities for growth through education and advocacy with passion and perseverance.