



JOB DESCRIPTION

JOB TITLE: Shelter Client Advocate Program Director
DEPT/PROGRAM: SCA
REPORTS TO: Executive Director

JOB PURPOSE

The Shelter Client Advocate Program Director is primarily tasked with overseeing Shelter Client Advocates (Advocates) as they represent homeless shelter residents at administrative hearings relating to their shelter residence. Because we strive to be barrier-free and client-centered, the position requires individuals who truly enjoy working with people, have the skills and capacity to respond in an empathetic and respectful way to clients who are often in crisis, and can work effectively in a collegial and fast paced environment.

DUTIES & RESPONSIBILITIES

Advocacy and Policy Duties (20%)

- Represent shelter clients at administrative hearings and arbitrations.
- Provide clients information on SCA and any additional appropriate resources.
- In coordination with other Advocates, manage client assistance requests, and administrative hearings and arbitration calendars.
- In coordination with the Development Director, act as a liaison for media on questions regarding San Francisco's policies and services for its unsheltered population.
- Act as a liaison between SCA and external partners including the City and County of San Francisco, the Coalition on Homeless, and homeless services providers.
- Harness our on-the-ground experience to better-inform policy regarding services to San Francisco's unsheltered population.
- Along with Advocates, advocate with shelters to solve any conflicts that arise.
- Coordinate education and outreach to shelter clients by Advocates.

- Review (and comment on as appropriate) changes to the shelter system (including the Shelter Grievance Policy) proposed by the city.
- Attend shelter related commission and committee meetings representing EDC.
- Attend HESPA meetings with Development for budget advocacy.

Supervision - Administrative Duties (70%)

- Oversee program to ensure SCA is meeting all program deliverables including:
 - Organizing daily activities based on the program and EDC's goals.
 - Set goals for employees and provide guidance to them as they endeavor to execute them.
 - Organize and divide tasks into activities that can be accomplished by team members.
 - Communicate and motivate the team while establishing appropriate methods to evaluate and support their job performance.
 - In collaboration with the Executive Director and/or Director of Operations and Development to ensure program staff receive professional development training.
 - Ensure all data is entered on time and correctly to support program evaluation and outcomes tracking.
 - Generate policies, procedures, and best practices to meet program deliverables.
 - Identify and provide program-specific training to Advocates (e.g. conflict resolution skills)
 - Oversees staff performance and conducts Biannual Conversations with all staff members, twice a year.
 - Makes hiring, discipline, and termination decisions for the SCA Program in conjunction with Human Resources and the Executive Director.
- Prepare and administer monthly, quarterly, and annual reports and/or program evaluations as required by our contracts with funders and/or at the request of the Executive Director.
- Use salesforce to monitor cases and staff caseload and prepare reports.
- Assist in managing the program and agency budget.

General Administrative Duties (10%)

- Attend weekly program meetings, monthly agency staff meetings, and relevant supervision meetings. Represent EDC at community meetings/events as required.
- Attend the weekly Data Team meeting representing the SCA Program.
- Assure integrity of the SCA Program data in Justice Server and Carbon.
- Attend weekly Directors meetings.
- Perform other duties as assigned in furtherance of EDC's mission.

QUALIFICATIONS

First and foremost, the applicant must profoundly share EDC's mission and vision of social justice and be able to manage stressful situations with empathy and calm. Below are additional qualifications.

- Lived experience of homelessness preferred.
- Must be comfortable working in community settings.
- Experience collaborating with and/or supervising individuals with lived experience of homelessness.
- Experience working with the very low-income communities and the unsheltered individuals.

REQUIRED SKILLS

- Strong management and leadership skills, with a minimum of two years of experience in a leadership role.

For example:

- Strong time management skills.
- Able to delegate effectively.
- Excellent communication (verbal and written), interpersonal, and negotiation skills.
- Strong problem-solving skills.
- Able to handle confidential information with discretion.
- Ability to make quick decisions and exercise good judgment.
- Ability to work on multiple projects simultaneously and handle a high volume of activity and be able to work efficiently and effectively under pressure.
- Willingness to work collaboratively, but with the capacity to work independently.
- Spanish speaking skills highly preferred. Facility in Cantonese, Mandarin, Tagalog, Russian or other third language a plus.

CLASSIFICATION

This is an exempt, full-time position.

UNION

EDC staff are represented by the National Organization of Legal Services Workers (NOLSW, UAW Local 2320, AFL-CIO). This position **is not** a union position.

WORKING CONDITIONS

The position requires working with individuals during moments of extreme stress and instability. The position also requires the provision of culturally-sensitive and empathetic services. Some evening and weekend work may be required.

At present, due to the COVID-19 pandemic, and until further notice, EDC is operating in a hybrid fashion, with some remote work and some onsite work. **This role will be onsite the majority of the week, depending on the needs of the Department or Program they are reporting to.** EDC's In Office COVID-19 Safety Plan adheres to the CDC's health and safety guidelines and the federal and state OSHA requirements for workplace safety.

Proof of vaccination required

The employee is expected to be in the office (or available while working remotely) during normal business hours and to communicate with their supervisor regarding whereabouts when elsewhere for meetings or other obligations. Additionally, the employee is expected to be reachable by email, phone and video conference as needed during normal business hours, Monday – Friday 9:00am – 5:00pm.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged sitting/standing.
- Extensive typing/data entry.
- Close visual acuity to prepare and analyze data, text, and figures.
- Prolonged computer use.

EDC IS AN EQUAL OPPORTUNITY EMPLOYER

Eviction Defense Collaborative (EDC), is proud to be an Equal Opportunity employer. EDC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, ethnicity, language, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender, gender identity, gender expression, transgender status, sexual stereotypes, age, genetics, status as a protected veteran, status as an individual with a disability, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

DIRECT REPORTS

The Shelter Client Advocate Program Manager will supervise the following positions:

- Shelter Client Advocate
- Senior Shelter Client Advocate

COMPENSATION

The base salary for this position is **\$100,000 (\$48.08 per hour)**. An additional \$1,000 will be added for each relevant year of experience, up to **3 years** of experience. The starting salary for this position is capped at **\$103,000 (\$49.52 per hour)**.

EDC offers a Multilingual stipend of \$125 per month (\$1,500 per year) above the base rate, for specific roles that regularly use oral or written communication with clients or related parties, in Spanish, Cantonese, or Mandarin, in the performance of their regular job duties. To qualify for this stipend, the employee must be fluent one of the specified languages and pass an oral and/or written test approved by the Labor-Management Committee.

This role is not eligible for the multilingual stipend as oral and written communication with clients is not regularly performed as part of the job duties of this position.

DATE APPROVED:	9/15/23 AA
DATE LAST REVIEWED:	9/15/23