

## **ORGANIZATIONAL DESCRIPTION**

Dakota Woodlands is a non-profit human service organization located in Eagan, MN that provides shelter and supportive services to homeless women and children. Residents of Dakota Woodlands receive nurturing assistance to access resources that will help them to achieve and maintain self-sufficiency.

## **CLIENT ADVOCATE**

The Client Advocate acts as the primary staff person attending to adult and children residents of the shelter.

### **AREAS OF RESPONSIBILITY:**

- Assists residents with individual and group needs, providing support and general direction.
- Responds to concerns in a timely way to assure individual and group safety.
- Prepares client rooms for occupation including doing necessary laundry, making up beds, cleaning room thoroughly and ensuring needed items are in place
- Performs custodial duties as needed such as replacing paper goods and emptying garbage in common areas, vacuuming carpets, dusting furniture, sanitizing toys and other tasks as assigned
- Prepares accurate and timely records, notes, statistics, incident and protection reports through observable data and facts, individual assessment of situations, forwarding pertinent information from each work shift.
- Provides general receptionist duties; answers telephone appropriately, provides assistance, transfers calls appropriately and records complete and helpful messages. Handles resident calls according to procedures and considering security issues.
- Enforces facility policies and procedures.
- Conducts regular rounds throughout the building. Inspects common areas to ensure cleanliness, and the elimination of any safety hazards.
- Carries out emergency procedures and informs appropriate persons of any problems related to fire, health, building, and safety codes and standards.
- Maintains a neat and orderly work areas.
- Serves as a team member and performs tasks both apparent and delegated.

### **QUALIFICATIONS:**

Experience working with women and children, experience working in a residential setting, preferably with similar population. Individual that has the ability to work with multiple concerns at one time and to assess a crisis situation and respond appropriately. Ability to work with people of diverse economic, religious, cultural, gender backgrounds that is sensitive, caring, flexible, open-minded, and mission driven. A fun, creative, caring individual to work with families in crisis and is able to work individually and as a team member is desired. Ability to manage time well and work alone.

This is a full or part-time, overnight position with hours of 11:00 PM to 7:00 AM varying shifts. Wage is \$14 an hour.

To apply for this position immediately email cover letter and resume to [Lauren@dakotawoodlands.org](mailto:Lauren@dakotawoodlands.org)  
Applications will be reviewed as received and opportunity will be closed when a qualified candidate accepts the position.