



Job Description ~ Open Position

Way Station Lead Shelter Advocate

Reports to	Way Station Coordinator of Social Services.
Benefits Include	Zero cost for single/individual BCBS medical, life, AD&D, STD, and LTD; Cafeteria Plan (FSA & DCA); optional dental and vision; retirement with 50% match; generous paid time off and extended leave; 15 recognized holidays; and more.
Hourly Rate	\$18.00 per hour.
Minimum Requirements	High school diploma (or equivalent); Valid AL driver's license, reliable transportation, good driving record, acceptable auto insurance limits, and proof of COVID-19 vaccination(s); Must successfully complete and pass pre-employment process.
Preferred Qualifications	Previous experience working in housing or shelter settings; lived experience as a member of a vulnerable young adult population; experience in leadership, peer supervision, or shift coordination.
Overall Mission	To support the Way Station Emergency Shelter by providing additional leadership, consistent operational oversight, and effective communication among staff. The Lead Shelter Advocate ensures that shift operations align with agency policies, promotes a trauma-informed environment, and supports the Coordinator in maintaining program structure and accountability.

Areas of Responsibility

1. Serve as point person for all Shelter Advocates during assigned shifts.
2. Assist with coordinating shift schedules, staff coverage, and communication of staffing needs.
3. Support onboarding and peer training for new Shelter Advocates.
4. Provide guidance and coaching to SAs to reinforce professionalism and trauma-informed approaches.
5. Review End of Shift (EOS) reports for accuracy and completeness; notify Coordinator of discrepancies.
6. Communicate updates regarding bed holds, re-entries, or time-sensitive client needs to SAs promptly.
7. Conduct shelter advocate meetings and trainings.
8. Ensure shift operations follow all Way Station policies, guidelines, standard operating procedures, and safety procedures.
9. Verify and staff Emergency Shelter suspensions, ensuring proper documentation and communication to the Coordinator.
10. Assist the Coordinator in tracking and organizing incident reports for follow-up.
11. Monitor accuracy of intake documentation, incident reports, bed logs, and shift logs.
12. Conduct safety and cleanliness walkthroughs of all shelter areas.
13. Follow up on shelter maintenance requests.
14. Schedule and coordinate in-house activities and events for Way Station clients.
15. Plan and facilitate House Meetings to support community culture and client communication.
16. Assist the Case Managers in scheduling community partner groups, life-skills classes, and support services.
17. Support SAs in addressing client concerns and behaviors using trauma-informed de-escalation techniques.
18. Ensure accurate and timely completion of all documentation (intakes, EOS reports, incident logs, shift notes, client check ins/outs).
19. Maintain daily communication with the Coordinator regarding incidents, client concerns, staff needs, or safety issues.
20. Ensure smooth communication and hand-off between shifts for continuity of operations.
21. Assist the Coordinator in preparing data summaries or reports as needed.
22. Work closely with the Coordinator and Case Managers to maintain a consistent, safe, and structured shelter environment.
23. Assist in the implementation of new processes, systems, or program changes.
24. Attend all required trainings, team meetings, and supervisory check-ins.
25. Promote a positive, supportive, and accountable team environment.

26. Abide by all Way Station policies, procedures, and guidelines.
27. No sleeping while on duty.
28. Other duties as assigned.

Work Environment

1. Schedule: Work hours are full time, based on the needs of the consumers, agency, and communities.
2. Physical Requirements: May lift up to 50 lbs.; long periods of standing, stooping, bending, and sitting. Employees must be able to read documents, respond to written communication and able to hear and understand the English language.
3. Safety/Environmental: Exposure to multi-cultural consumers, individuals living with HIV/AIDS (or other STIs), individuals with varying levels of cognitive impairment, physical impairment, as well as members of their family and support system.

Overall Expectation

The employee will be expected to represent the agency in person and through all other methods of communication in a way that reflects the agency's mission. Staff are expected to adhere to all AIDS Alabama Policies, Procedures, and Guidelines (including, but not limited to, Personnel/Human Resources, Finance, Operational, and Housing) as presented and as adapted. The employee will establish a strong, solid line of communication with all levels of staff and external business partners. All employees are expected to perform and communicate openly, effectively, and professionally with staff members, consumers, community members, and external business partners. Candidates must be willing and able to complete all training in obligatory timeframes. Staff participation in agency activities, testing events, and fundraisers is expected as necessary and requested. Be aware that any breach of confidentiality is grounds for dismissal. This job description can be modified to reflect additional tasks.

AIDS Alabama expects staff to create a safe space where all people are valued, respected, and treated with dignity; sexuality is accepted as a healthy part of being human. In such a space, all people would be celebrated for who they are and provided with the economic, educational, and social opportunities to reach their full potential.

AIDS Alabama is an equal opportunity employer.

Employee's signature

Date

Human Resources signature

Date