



Guest Advocate Job Description

Position Overview:

Ensure the safety, security and support of the house, its guests, and operations during assigned shifts.

Guest Support:

- Follow and administer house policies, rules, and procedures during assigned shifts.
- Contribute to a supportive, safe, responsible and collaborative environment for guests, other staff members, and volunteers.
- Build appropriate connections with guests; respond to guest needs.
- Observe, assess, document, and report on guest well-being. This includes needs, resources, and progress towards their goals.
- Recognize and defuse guest agitation and intervene in potential conflict situations.
- Assist in guest intake and orientation processes.
- Assist in guest exit and transition process.

House Operations:

- Complete administrative support responsibilities and other duties as assigned.
- Complete required reports, log notes, and documentation at each shift change.
- Help maintain accurate guest information and ensure transfer of critical information related to issues, concerns, rules violations, and general shift events.
- Report necessary house repairs, maintenance needs, or safety issues to the Program Manager or Executive Director.
- Monitor overall house safety and security; lock doors at curfew.
- Ensure general housekeeping is maintained during assigned shifts and individual guest areas are cleaned and sanitized between guest stays.
- Perform random drug tests as assigned.

Qualifications:

- Good interpersonal, communication, and team skills.
- Ability to work effectively both independently and as a part of a team.
- Demonstrated conflict intervention and resolution skills.
- Ability to effectively relate to people of different ages, diverse ethnic backgrounds, and with those who have substance abuse or mental health issues.
- Ability to effectively analyze situations quickly and apply sound judgment/make good decisions.
- Ability to maintain appropriate boundaries.
- Demonstrated proficiency with Microsoft Office products.
- Demonstrated ability to handle confidential information.
- Prior experience in a similar organization preferred.
- High School diploma or GED required.
- Driver's License required.

Attributes:

- Strong commitment to the Hospitality House mission and to diversity, equality, and inclusion.
- High level of personal and professional integrity, ethics, and guest service standards.
- Supportive of continuous improvement and needed changes.
- Optimistic and positive attitude.
- A willingness to learn and adapt to the needs of HHO guests and the house.

******Hospitality House of Owatonna, Inc. (HHO) shall not discriminate in regard to age, gender, race, religion, color, sexual orientation, political affiliation, disability, marital status, place of residence, or status with regard to public assistance in the selection of employees, or volunteers, and in all aspects of its personnel policies, programs policies, and operations. This policy shall apply to all full time, part time, and temporary employees, including recruitment, hiring, placement, promotion, demotion or termination, rates of pay or other compensation, and training.***