



a path to a positive future

Lawrence Community Shelter, Inc.

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Direct Support Advocate Job Description

Title: Direct Support Advocate (DSA)

Location: LCS Main Shelter and The Village

Classification: Hourly, Non-Exempt

Hourly Rate: \$20.00 (plus \$1.00 night shift differential, as applicable)

Collaborative Bargaining Unit: Yes

Schedule:

- Hiring for Full Time, Part Time, and PRN positions
- Attendance of mandatory staff meetings and training

Reports To: Shelter Manager

Supervises: None

Principal Activities:

Guest Support and Assistance:

- Provide direct support and assistance to guests, addressing their basic needs and promoting their well-being
- Engage with guests in a compassionate and respectful manner, fostering a supportive environment
- Conduct regular check-ins with guests to assess their needs and offer assistance with accessing resources and services
- Collaborate with other staff members to address guest concerns, resolve conflicts, and de-escalate tense situations effectively
- Assist with general maintenance, cleaning, and sanitization to ensure a clean and safe environment

Safety and Security:

- Maintain vigilance to ensure the safety and security of guests, staff, and facilities
- Conduct routine patrols and inspections of the premises to identify and address any safety hazards or security concerns
- Respond promptly to security disturbances and emergencies, following established protocols and procedures
- Work closely with other team members to implement safety measures and maintain a secure environment

Documentation and Recordkeeping:

- Keep accurate and detailed records of guest interactions, incidents, and activities, ensuring compliance with organizational policies and protocols
- Document any violations of rules or policies observed and actions taken to address them, maintaining confidentiality and professionalism at all times
- Assist with data entry and recordkeeping tasks as needed to support the efficient operation of shelter services

Team Collaboration:

- Communicate effectively with other staff members to coordinate efforts and share information relevant to guest support and safety
- Participate actively in staff meetings, trainings, and professional development activities to enhance skills and knowledge related to guest services and support
- Collaborate with external partners and service providers to facilitate access to resources and services for guests, promoting a holistic approach to guest support and well-being

As a Direct Support Advocate, your dedication to providing compassionate support and ensuring the safety and well-being of our guests is essential to the success of the mission at Lawrence Community Shelter. Your commitment to upholding the values of respect, dignity, and inclusion is greatly valued and appreciated. Please be aware that the dynamic nature of our organization may require you to undertake additional duties from time to time to ensure the smooth operation of our shelter services and overall community support initiatives. Your flexibility and dedication to our shared goals are integral to the success of our team.

Equal Employment Opportunity: Lawrence Community Shelter is an equal opportunity employer committed to creating an inclusive environment for all employees. We provide equal opportunity for all individuals seeking employment and prohibit discrimination or harassment of any kind based on race, age, color, religion, sex, gender, gender identity or expression, marital status, sexual orientation, pregnancy status, familial status, national origin, ancestry, immigration and citizenship status, disability, union activity, or any other characteristic protected by federal, state, or local law.