

OLIVIA SMITH

Lead Shelter Advocate

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PROFESSIONAL SUMMARY

Passionate Lead Shelter Advocate with 7 years of experience in empowering individuals facing homelessness and domestic violence. Adept in crisis intervention, resource mobilization, and program development to foster safe living environments. Committed to enhancing community engagement and providing tailored support that promotes resilience and self-sufficiency among clients.

WORK EXPERIENCE

Lead Shelter Advocate

Quantum Solutions LLC

📅 Feb / 2020-Ongoing
📍 Phoenix, AZ

1. Listen empathetically to clients, ensuring respectful and dignified interactions.
2. Conduct thorough intakes for new shelter admissions, determining eligibility and completing necessary documentation.
3. Foster a collaborative living environment by guiding residents in daily responsibilities and modeling professionalism.
4. Maintain facility standards by adhering to cleaning schedules and ensuring a safe space for all residents.
5. Provide crisis intervention and support to clients, connecting them with relevant resources.
6. Conduct workshops to educate residents on available community services.
7. Monitor and evaluate client progress, adjusting support plans as necessary.

Shelter Advocate

Summit Peak Industries

📅 Feb / 2018-Feb / 2020
📍 Denver, CO

1. Advocate for clients to access vital community resources and services.
2. Represent Women Helping Women at community events, raising awareness of shelter services.
3. Collect and analyze data on client services to inform program improvements.
4. Perform data entry and maintain accurate client records in compliance with privacy regulations.
5. Report suspected child abuse or neglect to appropriate authorities, ensuring child safety.
6. Collaborate with the Executive Director on strategic initiatives to enhance service delivery.

EDUCATION

Bachelor of Social Work

University of California

📅 Feb / 2016-Feb / 2018
📍 Denver, CO

Focused on social services and community outreach, providing a strong foundation for advocacy work.

SKILLS

Emotional Support



Collaborative Leadership



Client Needs Assessment



Data Management And Reporting



ACHIEVEMENTS

- ★ Successfully facilitated access to housing for over 100 families in crisis.
- ★ Developed and implemented training programs for staff on trauma-informed care.
- ★ Increased community partnerships by 30% to enhance resource availability.