



ROSE HAVEN

Position Description: Advocate

Report to: Program Manager
Schedule: Monday through Friday
Hours: 40 hours per week
FSLA Status: Non-exempt

Primary Purpose: Rose Haven is seeking a passionate, outgoing, responsible, and experienced professional to provide Advocacy and Front-Desk Triage/Intake coordination. The Advocate will work with women, sometimes with children, who may be experiencing homelessness who are in need of a safe setting to find refuge and resources during the day.

Primary Responsibilities:

- Work with the Program Manager in developing and implementing programs and advocacy services for guests
- Work with the Program Manager in developing and implementing a training calendar covering relevant topics such as mandatory reporting, conflict resolution, suicide prevention and other assorted topics
- Work 1:1 with guests experiencing crisis or escalated states
- Leadership and support of program assistants within Rose Haven's policies and guidelines
- Maintain partnership with PDX Diaper Bank by compiling reports and coordinating donations
- Coordinate and participate in program staff debriefs. Participate in staff team meetings sharing leadership in reflection
- Develop and maintain good relationships with staff of partner agencies
- Support the development department in the development of grant proposals and reports by providing accurate service data that includes collaborating with team to collect and evaluate important information via Apricot reports and surveys
- Represent the agency in multi-agency collaborations
- Coordinate with Program Manager the daily schedule of direct services by utilizing a Google doc in the shared drive and other necessary means
- Daily rotation on front desk that includes greeting guests and triaging their needs
- Cross train and rotate (as needed) in all program areas, including but not limited to: Shower Program, Triage/Intake Coordinator, Runner and Meal Program
- Provide direct support for all new and returning guests through intakes and advocacy
- An understanding or willingness to learn about local resources and establishing networks and linkages with collaborating agencies
- Maintain data entry of own intakes and advocacy appointments in Apricot
- Participate in staff debriefs and weekly team meetings
- Respond to calls and inquiries about donations and assist during drop-off times
- Respond to guests experiencing crisis or escalated states
- Respond to phone requests and on-site emergencies
- Report on program status to Program Manager
- Rotate opening and closing duties each week
- Other duties as assigned

Qualifications:

- Bachelor's degree in related field plus three years of experience working in social service agency
- Knowledge of resources to serve women/children experiencing homelessness and domestic violence, mental illness, addiction and other disruptive life events
- Understands, supports agency mission, values and community agreement of Rose Haven
- Demonstrates sensitivity toward diversity of human experience including race, religion, ethnicity, mental/physical abilities, sexual orientation, gender identity, age, education and cultural heritage
- Reveals an enthusiasm for team-oriented work
- Communicates with intention and attention to detail both in writing and verbally
- Demonstrates relevant computer/technology literacy and proficiency
- Demonstrates an ability to handle multiple priorities simultaneously
- Must be able to lift 30+ pounds, stand, walk, sit and bend
- Demonstrates interpersonal, communication and supervisory skills
- Demonstrates competency in area of team building and supports a collaborative service model
- Crisis management skills
- Ability to multi-task
- Valid driver's license and proof of insurance
- Access to vehicle as needed for work related purposes

Compensation:

\$16/hour

Generous medical and dental benefits, paid holidays, vacation

How to Apply:

Applications accepted until the position is filled. Please submit cover letter and resume to resume@rosehaven.org by April 25, 2018. No phone calls please. Only applicants that receive an interview will be contacted.

Equal Opportunity Employer:

Rose Haven is an equal opportunity employer and is committed to assembling a diverse, broadly trained staff. Rose Haven believes that each individual is entitled to equal employment opportunity. Individuals who hold diverse and marginalized identities are strongly encouraged to apply.