



## ROSE HAVEN

**Position:** Advocate (Part-Time, Temporary\*)  
**Report to:** Advocacy & Operations Director  
**Schedule:** Monday, Tuesday, Thursday, Friday (8am-2:30pm)  
**Hours:** 24 hours per week  
**FSLA Status:** Non-exempt

### **Primary Purpose:**

Rose Haven is seeking a passionate, dependable, relationship-builder and community connector to provide individual advocacy services to guests requesting support through our low-barrier, drop-in day shelter. The Advocate will work directly with women and gender diverse people who may be experiencing homelessness, poverty, or other traumas, and are in need of connection to community resources, emotional support, and/or financial assistance.

### **Primary Responsibilities:**

- Provide direct support for all new and returning guests through intake and advocacy meetings within a drop-in, first come-first served model of access
- Offer active, supportive listening to guests' needs
- Share your knowledge of local resources with Rose Haven guests and make appropriate referrals/connections
- Administer financial assistance aligned with organizational policies and processes
- Establish meaningful relationships with collaborating agencies
- Maintain daily data entry of intake and advocacy meetings in guest management system
- Set and hold professional boundaries and agency policies compassionately
- Respond to guests experiencing acute crisis or escalated/unregulated states through a strengths-based, non-judgmental approach
- Serve as an active contributor to the Advocacy program, including developing and implementing advocacy services for guests
- Participate in weekly staff meetings and Advocacy team meetings
- Seek ongoing learning to strengthen knowledge of local resources, trauma-informed care, and serving people with barriers related to homelessness, mental health, and substance use
- Serve guests in other program areas as needed
- Support organizational special events
- Other duties as assigned

### **Qualifications:**

- Bachelor's degree in social work or related field; or, two years experience working in a social service agency (paid or unpaid)
- Knowledge of local resources to serve women, children and marginalized genders related to homelessness, domestic/sexual violence, physical/mental health and substance use
- Understand the effects of trauma and how trauma can impact homelessness and poverty
- Understand and support the mission, values, principles and community agreements of Rose Haven

- Demonstrate cultural humility toward diversity of human experience including race, religion, ethnicity, mental/physical abilities, sexual orientation, gender identity, age, education and cultural heritage
- Communicate with intention, both in writing and verbally
- Demonstrate attention to detail and time management
- Possess strong interpersonal skills and enthusiasm for contributing to a team environment
- Ability to manage conflict and provide crisis management
- Demonstrate an ability to handle multiple priorities simultaneously
- Punctual and dependable
- Demonstrate relevant computer/technology literacy and proficiency, including Microsoft Office and Google Drive

**Preferred Skills:**

- Bilingual (Spanish)
- Previous experience working with vulnerable, marginalized and/or unhoused populations
- Non-Violent Crisis Intervention or De-Escalation skills/experience

**\*There may be an opportunity for permanent hire when Rose Haven moves to its new location in early 2022.**

**Compensation:**

Hourly rate of \$18-20/ DOE

**How to Apply:**

Applications accepted until the position is filled. Please submit a cover letter and resume to [resume@rosehaven.org](mailto:resume@rosehaven.org) by September 20, 2021 for priority consideration. No phone calls please. Only applicants who 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.