Position: Mental Health Advocate
Report to: Mental Health Program Manager
Hours: 32-40 hours per week (confirmed at time of hire within following schedule)
Schedule: Monday-Thursday 8:00am-5:00pm; Friday 8:00am-2:30pm
FSLA Status: Non-Exempt
Location: Onsite

Join a small and social justice-oriented team environment! Rose Haven has provided over 25 years of compassionate service as the only day shelter for women, children and gender-diverse individuals in Portland. Our holistic approach includes meeting essential needs such as food, clothing, showers, laundry, and safety while bolstering long term empowerment through emotional support, wellness activities, and connection to resources and community. We offer low-barrier services in a brand new trauma-informed space to guests who trust us and value their relationships with our community of staff, interns and volunteers.

Rose Haven is now positioned to expand our Advocacy services to include accessible mental health support to our guests. Rose Haven is already a trusted resource center for our guests, and we aim to remove barriers faced by guests when accessing care offsite and help bridge gaps to existing systems of mental health care.

The Mental Health Advocate plays a vital role at Rose Haven and will join a team responsible for crisis intervention, safety planning, one-on-one emotional support, support groups, and connection to longer-term mental healthcare resources for guests.

Direct Guest Care:
- Provide onsite intervention for adults experiencing mental health and/or substance use crises
- Conduct mental health risk assessments related to PTSD, suicidal ideation, interpersonal/sexual trauma, substance use/self-medication, dissociation, etc.
- Develop short-term person-centered stabilization/safety plans
- Provide follow up contact as developed in the stabilization or safety plan
- Facilitate connection to resources (identify goals and barriers to care; secure or navigate insurance; refer to longer-term community mental health/substance treatment providers)
- Build and maintain positive relationships with community resources and providers to facilitate appropriate referral services
- Consult with staff team and community providers regarding guest mental health and substance use/recovery issues (with necessary releases)
- Maintain accurate daily documentation of guest interactions
- Utilize verbal de-escalation skills to resolve heightened emotional situations or triage as needed

Support Groups:
- Facilitate and/or co-facilitate support groups on themes such as: peer support, recovery support, mental health support, moving into housing, interpersonal violence/sexual violence survivor support, LGBTQ+ support

Training:
- Coordinate and/or facilitate occasional training for staff and volunteers related to mental health, substance use, de-escalation, trauma informed care, etc.

Other:
- Set and hold professional boundaries and agency policies compassionately
- Participate in staff meetings and trainings
- Support organizational special events, including annual fundraiser on Mother’s Day
- Other duties as assigned

Qualifications (required):
- Bachelor’s degree in social work, psychology, counseling or a mental health related field
- 2 years experience providing direct service including crisis intervention and emotional support for adults with mental health and/or substance use issues
- Demonstrated ability to conduct a mental health risk assessment
- Support of the mission, values, principles and community agreements of Rose Haven
- Demonstration of cultural humility toward diversity of human experience including race, religion, ethnicity, mental and physical abilities, sexual orientation, gender identity, age, education and cultural heritage
- Strong interpersonal and decision-making skills
- Demonstrated ability to work effectively in a team-based environment
- Attention to detail and accuracy related to documentation, reporting, and record keeping
- Initiative, dependability, flexibility and strong organizational skills
- Effective communication skills
- Functional knowledge of Microsoft Office and Google Workspace

Qualifications (preferred):
- Previous experience working with vulnerable, marginalized and/or unhoused populations
- Lived experience related to mental health, substance use, housing insecurity, and/or being part of a marginalized community
- Bilingual (American Sign Language, Spanish, Russian, and Chinese language skills are particularly valued)

**Compensation and Benefits:**
Hourly rate of $24 with generous medical and dental benefits, matching 401k, 11 paid holidays, vacation and sick time.

**Work Space Accessibility:**
Rose Haven operates services on the main floor. Entrances vary from 0-3 stairs, with one staircase between the main floor and basement (where guest supplies are stored). Noise level in the building often fluctuates with direct service delivery. Lifting of 0-30 pounds and moving supplies or furniture may occasionally be requested. Parking pass provided.

**How to Apply:**
Please submit a resume and thoughtful cover letter to resume@rosehaven.org with the subject "Mental Health Advocate." Resume review will begin **August 1st** and end when the position is filled. No phone calls, please. Staff will reach out directly if interested in further assessing your fit for the position.

**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.