



**Administrative Office
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Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

JOB ANNOUNCEMENT: Participant Advocate, Housing and Shelter Department

Position Summary

The Participant Advocate is responsible for providing operational support and oversight during day and/or swing shifts at our emergency shelter locations. The Participant Advocate ensures that all interactions with participants is housing focused. The position facilitates safe operations of on-site communal programming and other day-to-day shelter activities. This position responds to Participant requests, provides resource information, and referrals as appropriate for obtaining housing. The Participant Advocate will participate in agency and countywide data tracking efforts including data entry into (HMIS) Homeless Management Information System. Under the direction of the Site Coordinator, the Participant Advocate will oversee special shelter projects and other work assignments as assigned. The Participant Advocate primarily works day shifts and swing shifts at various shelter sites, shifts will include weekdays, weekends and Holidays. This positions are non-exempt, full-time and part-time at a pay rate of \$15 per hour.

Essential Functions

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- Have a strong understanding of the Housing First ideals, and have ongoing housing focused conversations with participants. Research local housing opportunities and share with participants.
- Assist with supervision of community volunteers and shelter participants, ensuring that volunteers and shelter participants meet all agency and program requirements.
- Assist in conflict resolution with the objective of modeling and encouraging positive methods of problem solving, respectful communication and self-restraint. Ability to discern when to disengage or request assistance from others.
- Monitor and document participant compliance with program guidelines, including bed/room cleanliness, adherence to program curfew, etc.
- Complete program intake and exit paperwork, accurately, timely, and with minimal errors. Including, inputting information accurately and timely into the Homeless Management Information System as required and work with other staff to correct errors using data quality reports to minimize repeated errors and duplicated entries

- Carry out mandatory operational tasks including accurate and thorough paperwork, daily checklists, and light laundry/cleaning. Help with cleaning, sorting donations, and other facility tasks as needed.
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- Ability to complete program intake and exit paperwork accurately, timely, and with minimal errors. Track information using web-based software (ETO) as directed.
- Assist with any on-site emergencies; fire evacuation, police intervention, incident reports.
- Complete regular rounds as directed throughout the inside and outside of the facility including safety and/or health compliance checks.
- Be thoroughly familiar with the policies and procedures guiding the work of this position in particular and the program or department overall. Perform job functions in line with these policies and procedures.
- Assist with volunteer management, following all volunteer policies and procedures.
- Maintain professional behavior in all aspects of job:
 - Respect Participant confidentiality and adhere to all privacy regulations.
 - Be an example of behavioral expectations. Be a positive role model and representative for Catholic Charities in the community.
 - Maintain a professional appearance and presence.
 - Demonstrates support, usage and acceptance of agency data culture.
 - Actively applies support, usage and acceptance of agency data culture, as applicable, into job duties.

NOTE: Catholic Charities considers this position to be a mandated reporter of elder and child abuse.

Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

- One year experience working as a Shelter Assistant or similar position within a communal/residential environment w/knowledge of the housing first model service program.
- Experience using the Homeless Management Information System or similar database, preferred.
- One to two years previous experience working with individuals and families experiencing homelessness; sensitivity to issues of homelessness, substance abuse and mental/physical ailments.
- One to two years' experience manipulating, creating Microsoft Word documents and navigating spreadsheets in Microsoft Excel, use Microsoft programs outlook, etc. and complete relevant online trainings.

- One to two years' experience in professional environments involving and including diffusion and mediation of conflicts and disputes among residents and/or emergency intervention while assisting others to stay calm, and problem solving without escalating conflict or request assistance.
- Strong organizational and communication skills.
- Cooperative, friendly, and helpful attitude with participants and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency.
- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of CCDSR and its participants.
- Bilingual (English/Spanish) preferred.

Physical Requirements

- Ability to walk for up to 8 hours per day with intermittent occasional standing, bending, squatting, or climbing.
 - Ability to operate vacuum cleaner.
 - Ability to lift items up to 30 pounds to a height up to 5 feet.
 - Ability to carry items up to 50 pounds for distances up to 100 yards and from 51 to 100 pounds up to 10 feet.
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Equal Employment Opportunity – M/F/D/V

Visit www.srcharities.org for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.