



**Administrative Office
987 Airway Court
Santa Rosa, CA 95403
707.528.8712 (v) 707.575.4910 (f)**

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 II

Position Summary

The Participant Advocate II is responsible for providing supervision of Participant Advocates as well as operational support and oversight during day and/or swing shifts at our emergency shelter locations. The Participant Advocate II ensures that all interactions Participant Advocates and Program Aides and participants is housing focused. The position provides supervision for the safe operation 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 II will participate in agency and countywide data tracking efforts including data entry into (HMIS) Homeless Management Information System. Under the direction of the Program Coordinator, the Participant Advocate II will provide direct supervision of the Participant Advocates and Program Aides. The Participant Advocate II primarily works day shifts and swing shifts; shifts will include weekdays, weekends and holidays. This position is non-exempt, full-time with a starting salary of \$16.00 to \$17.00 per hour.

Essential Functions

- Provide guidance and directly supervise Participant Advocates and Program Aides. Work with Program Coordinator to prepare alternate coverage plans or provide shift-coverage when necessary due to illness, vacation, or emergencies. At the direction of the Program Coordinator, assign operational tasks and special assignments to staff as needed.
- 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
- Knowledge of Microsoft Office Suite.
- Track information using computer and web-based software (ETO, Smartsheets) as position requires.
- Monitor and report any significant participant changes to appropriate staff. Work closely with other staff to address any participant challenges. Work with shelter participants to help them meet all agency and program expectations, guidelines, and philosophy of care.
- Complete safety/housekeeping inspections. Report any damages immediately to appropriate entity.

- Monitor Participant Advocate and Program Aide performance, provide guidance, supervision, and case-consultation when needed.
- Participation in On-call phone rotation.
- Monitor participant move-in/move-out and check-in/check-out process, ensuring all related forms are completed.
- Monitor program environment and participants to be aware of issues and use different engagement modalities to interact with participants to preserve the operational flow of the program.
- Report any harmful behavior or safety issues to the Program Coordinator. Accurately document and inform appropriate parties when an incident occurs. Communicate with Program Coordinator regarding facility or operational issues/concerns.
- Defuse and mediate conflicts and disputes among participants or Participant Advocates and Participant Aides. Provide crisis intervention, remain calm and assist with elevated frustrations and diffuse anger without escalating conflict.
- Assist with supervision of community volunteers and shelter participants, ensuring that volunteers and shelter participants meet all agency and program requirements.
- Complete regular rounds as directed throughout the inside and outside of the facility including safety and/or health compliance checks.
- Maintain professional behavior in all aspects of job:
 - Respect client 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.
 - Demonstrate support, usage and acceptance of agency data culture.
 - Actively apply support, usage and acceptance of agency data culture, as applicable, into job duties.
- 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.

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

Other Responsibilities

- Attend in-service and skill-development trainings and participate in leadership building.
- Sort, store, and dispense of donations.
- Perform other duties as assigned.

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

- Bachelor's degree, preferred.
- One (1) to two (2) years' supervisor experience required.
- Two or more years of experience working as a Shelter Assistant or similar position within a communal or participant environment with knowledge of the Housing First Model Service Program. Experience using the Homeless Management Information System or similar database.
- One to two years of previous experience working with individuals and families experiencing homelessness; sensitivity to issues of homelessness, substance abuse and mental or physical ailments.
- One to two years of experience in professional environments involving diffusion and mediation of conflicts and disputes among participants.
- Apply Food Handler certified skills or able to provide food handler certification within 6 months.
- Practice Certified C.P.R. skills and responsibilities or practice First Aid skills and responsibilities within 6 months.
- 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 or sit for up to 8 hours per day with intermittent occasional standing, bending, squatting, or climbing.
 - 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.
-

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.