



**Administrative Office
987 Airway Court
Santa Rosa, CA 95403
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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, On Call 817 Napa Nightingale Respite Program

Position Summary

The non-exempt, on-call, Participant Advocate position is responsible for providing operational support and oversight during day, swing, or graveyard shifts at the Napa Nightingale Respite Shelter. This program is designed to provide bedrest and respite care for individuals experiencing homelessness that are discharged from local area hospitals. In addition to providing a safe environment for recuperation and coordination of health services, the Participant Advocate ensures that interactions with participants is housing focused. 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 respite shelter projects and other work assignments as assigned. This is an on-call position. The on-call employee may be asked to cover a shift with short notice to provide coverage for open shifts in the schedule or employee absences. Shifts may include day, swing, graveyard, weekdays, weekends, and holidays.

Essential Functions

- 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
- Under the direction of the Site Coordinator, screen and assess referrals for eligibility.
- Complete Napa Nightingale Respite Shelter program intake and exit paperwork, accurately, timely, and with minimal errors, including, inputting information into the Homeless Management Information System (HMIS) as required, and work with other staff to correct errors using data quality reports to minimize repeated errors and duplicated entries

- Work collaboratively with the Napa Program Manager, the Napa Nightingale Site Coordinator, other Participant Advocates, and healthcare providers to provide care, resource referrals, and assistance with implementing exit plans
- Carry out mandatory operational tasks including accurate and thorough paperwork, daily logs and checklists, laundry, cleaning, food inventory and meal preparation, supplies inventory, sorting donations, check-in/check-out process including bed set-up, and other facility tasks as needed.
- 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 space cleanliness, adherence to program curfew, etc.
- Assist with any on-site emergencies; fire evacuation, police intervention, and complete incident reports as needed.
- Complete regular rounds as directed throughout the inside and outside of the facility including safety and/or health compliance checks.
- Understanding and execution 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.
- Remain on-site for “on-duty” meal period when no other shift coverage is available.

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

- High School Diploma or GED.
- 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.
- 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.
- Food Handler certification or able to obtain certification within six (6) months
- CPR certification or able to obtain certification within six (6) months
- 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.

PHYSICAL REQUIREMENTS

- Ability to sit from 3 to 6 hours per day with intermittent occasional standing, bending, squatting, or climbing.
- Ability to operate vacuum cleaner.
- Ability to lift items up to 20 pounds to a height up to 5 feet.

- Ability to carry items up to 25 pounds for distances up to 30 feet.
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Visit our website at www.srcharities.org/about/careers for additional information about this position and other exciting opportunities at Catholic Charities

An application can be found at www.srcharities.org/about/careers

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

Open until filled.