



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 Part-time, Homeless Services Center

Position Summary

The non-exempt, part-time Participant Advocate assists the Transitional Residents Program volunteers with the daily operations of the Homeless Services Center facility and its daily programming. The Participant Advocate assists participants with intakes and providing resources when appropriate. Through assessment the Participant Advocate is responsible for utilizing diversion practices as well as crisis response and intervention. The Participant Advocate is also responsible for assisting with oversight and coordination and staffing of Code Blue weather response programs operating at the Homeless Services Center facility.

Essential Functions

- Maintain a calm, welcoming and safe environment demonstrating that reflects the worksite as a front door for Catholic Charities overall system of care.
- Understand and apply Housing First ideals, and have ongoing housing focused conversations with participants.
- Assist with the management of community volunteers and shelter participants, ensuring that volunteers and shelter participants cover open shifts as needed, and 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; including the ability to discern when to disengage or request assistance from others.
- Monitor and document participant compliance with program guidelines.
- Assist in the completion of program intake and exit paperwork, accurately, timely, and with minimal errors. Including, the use of Microsoft Outlook and inputting information accurately and timely into the Homeless Management Information System, as required. Collaborate with other staff to correct errors using data quality reports to minimize repeated errors and duplicated entries
- Assist with operational tasks including accurate and thorough paperwork, daily checklists, chore lists, supply lists, and light laundry/cleaning. Help with cleaning, sorting donations, and other facility tasks as needed..

- 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. Notify appropriate staff of needed maintenance throughout the facility, storage and grounds.
- Practice 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.
- Participate contribute to the department and staff meetings.
- Continue to build relationships within the community through one-on-one networking, group meetings, and public outreach to help form partnerships, which will provide more resources for residents to break the cycle of homelessness.
- Support programming and training for TRP residents/volunteers and unsheltered participants using the Homeless Service Center.
- Provide unsheltered homeless seeking services at community resources and refer to Catholic Charities Coordinated Entry to access County shelter and housing programs.
- 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.
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 - 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.

Other Responsibilities

- Attend all in-service trainings and participate in leadership building.
- Sort, store, and dispense 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

- High School diploma or GED equivalent required. College preferred.
- One (1) year experience working as a Shelter Assistant or similar position within a communal/residential environment w/knowledge of the housing first model service program, preferred.
- Previous experience using the Homeless Management Information System or similar database, preferred.
- Two (2) to four (4) years' experience in human services, preferred.
- One (1) to two (2) years previous experience working with individuals experiencing homelessness, including sensitivity to issues surrounding homelessness, substance abuse and mental/physical ailments.
- Computer literacy required; including One (1) to two (2) years' experience using and manipulating Microsoft Word and Excel and completion of online trainings.
- Possess or attain Food Handler certification - required within 6 months of employment.
- Possess or attain CPR Certification - required within 6 months of employment.
- Strong written and verbal communication skills as well as organizational and conflict resolution experience and skills.
- Experience providing excellent customer service to all those in contact with agency's homeless services, preferred.
- Ability to work under pressure. Experience in crisis intervention and problem solving with ability to diffuse situation without heightening the conflict.
- Experience working in an environment where understanding of community resources, familiar with homeless service systems and local resources a plus.
- Previous experience exhibiting the following competencies: habits, critical thinking, attitudes, behavior, which drive to help make Catholic Charities and its programs a center of excellence and a model program.
- Must complete a background check prior to start of employment.

PHYSICAL REQUIREMENTS

- Ability to walk for up to 8 hours per day with intermittent occasional standing, bending, squatting, or climbing.
- Walking, squatting, bending, kneeling, reaching, twisting, crawling, pushing, pulling, lifting and

carrying up to 50 pounds, the work environment that is typically in a care receiver environment.

- 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.