



Job Opening at Solid Ground

Job Title: Resident Advocate - Santos Place

Status: Non-Exempt

Supervisor: Santos and PGK Program Manager

Union Affiliation: OPEIU

Department: Residential Services

Salary Grade: 205

FTE: Varies – Grave & Swing Shifts

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and built skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice, and supporting our entire community to reach its potential.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened. As such, we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary

Santos is a permanent supportive housing program providing 24/7 housing and supportive services to families with children. The Resident Advocate (RA) ensures that there is a staff presence in the building at all times and supports the work of the case manager. The RA assists with promoting the well-being of residents through a team approach of the development of life skills and ensures that residents have the resources and tools needed to become self-sufficient and contributing members of their community. Resident advocates are responsible for sharing 24/7 coverage. **This position is scheduled Monday, Tuesday, Wednesday, Thursday, Friday**

Saturday and Sunday, from 8am – 4:30pm Day, 4:00pm to 12:30am Swing and 12:00am to 8:30am Grave. Each work days and times to be determined by need of the program and supervisor.

Essential Responsibilities, Duties & Tasks

Education & Support: The Resident Advocate (RA) assists the Case Manager and Case Manager Supervisor in providing domestic violence education, parenting support, and other life skills as needed to residential families to promote safety and well-being. Aids in enforcing program rules, mediates resident conflict, and provides information and referral. Assists in completing assessments and updating case plans as needed. Assists in ensuring services are documented. Facilitates problem solving and provides crisis intervention services to residents as needed. Informs Supervisor when issues arise involving resident on off hours. Read the shift change log at the beginning of each shift and document any relevant details that occur during each shift.

Orientation: Welcome new residents and provide an orientation to the program that includes safety and security procedures, program policies and procedures, and general information about how to access services. Follow up as necessary with the support team to ensure that the resident needs are met. Maintain a close working relationship with public and private agencies involved with the family to support housing stability.

Advocacy: Advocates, promotes, and practices cultural sensitivity and competency in all day-to-day interaction. Advocates for residents who voice complaints, concerns, and grievances, when appropriate; and coordinates and facilitates mediation when needed.

Safety: Monitor the camera system and open the door for volunteers, residents, and other authorized guests.

Organization: Assist with clerical projects and data entry into client database. Complete daily service log and all necessary documentation during shift; assist with client satisfaction or exit surveys. Monitor proper functioning of equipment and report any needed repairs to the appropriate staff.

Teamwork: Work with the support team to assist with work to foster an atmosphere of support and safety for residents, staff and volunteers. Participate in staff and team meetings. Participate in regular supervision meetings. Practice a positive and cooperative work approach and foster teamwork among co-workers; participate in the Solid Ground Anti-Racism Initiative. Attend workshops, classes, and conferences to enhance professional skill and knowledge. Assist with special events when appropriate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education & Experience

Requires the following:

- Two years of experience working with formerly homeless families experiencing developmental, emotional and behavioral issues.
- Associate degree in Social and Human Services, psychology or related field.

Also requires:

- Understanding of the issues surrounding homelessness, crisis intervention, conflict resolution, domestic violence, harm reduction, and cultural competency and cultural sensitivity in a residential setting, and support group facilitation
- Demonstrated ability to work independently. Ability to appropriately assess a situation and take appropriate action
- Understanding of the issues surrounding mental health and substance abuse, trauma, and knowledge of local resources available to assist individuals impacted by these issues.

Minimum Qualifications:

- Excellent communication skills, both oral and written
- Ability to provide money management and budgeting assistance/direction to clients
- Good organizational and record keeping skills, including the ability to maintain accurate and confidential files
- Ability to work individually in a self-directed manner and as part of a team
- Self-motivated with an ability to problem-solve and prioritize
- Basic knowledge of computer software (Microsoft Word, Excel, Outlook and database systems)
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages
- Ability and willingness work evenings and weekends to respond to client needs

Desired Qualifications:

- Bilingual in Spanish or African dialects or any other languages

Physical Demands/Working Conditions: This position works in an office setting 40% of the time and 60% in the field on site. Employee spends 10% of office time in meetings, 10% of the time on the phone, and 20% of the time on the computer. In the field, employee spends 60% with on-site family meetings. Position requires employee to lift/carry 5-10 pounds occasionally and push/pull 5-10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed. Stairs and walking required. This position is required to work in person at all times at the Santos worksite.

Hours & Compensation: Full-time, 40/week position **starting pay is \$25.85 per hour** plus benefits. Hourly range \$25.85- \$34.11. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts. Solid Ground employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.