

Housing Advocate

Organization: Community Action Center (CAC) is a community-based, non-profit, human services organization that provides and advocates for the basic needs of people and families throughout Rice County. Its programs create a robust safety net for low-income families and include food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care assistance, and more.

CAC provides drop-in resource centers where immediate response and support are available, and its thriving and abundant food shelves serve fresh, healthy, and culturally relevant food to thousands of households each year. CAC also administers multiple housing services spanning from emergency shelter to permanent supportive housing, including ongoing case management with tenants. CAC's Recovery Support program helps individuals who are currently using or in recovery from substance use disorder. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills, and CAC's retail clothing store provides the entire community with access to affordable clothing.

Mission & Values: CAC's mission is to promote a healthy, caring, and just community for all people through resources, advocacy, and volunteer effort. To that end, CAC strives to be a trauma-responsive organization, providing services that embody the idea that people can adapt, heal, and even grow from traumatic experiences. Recognizing the effects that trauma has on individuals, families, and our society as a whole, CAC aims to reduce the impact of trauma on the lives that the organization touches by helping individuals to feel safe, connected and in control—over the course of many interpersonal interactions and in a variety of welcoming settings. Responding to the community in a trauma-responsive way is critical to the success of this position and to the mission of the CAC.

CAC's resources and staff are integral parts of their communities and include partnerships with schools, businesses, faith communities, and other organizations. This extensive local network allows CAC to pursue community-engaged solutions, prioritize partnerships, and collaborate with thousands of volunteers. Currently, we are looking for a **Housing Advocate** to help support the community-responsive work of CAC.

Job Title: Housing Advocate

Reports to: Housing Program Manager

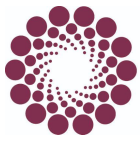
Primary Location: Flexible between Northfield and Faribault

FLSA Status: Hourly, non-exempt

Compensation: \$18-23/hr

Hour Status: 40 hours

Job Summary: The Housing Advocate will support the culture of a community-based, person-centered, and trauma-responsive organization. The position will focus on supporting individuals and families experiencing homelessness and will assist with housing assessments, connect people to emergency shelter in hotels or in CAC's emergency shelter units, and provide supportive case management to those living in emergency shelter or permanent supportive housing.



Primary Job Responsibilities: CAC's success depends on the ability of its staff and volunteers to adjust and adapt as they dynamically meet the needs of the community. Job responsibilities include but are not limited to:

Advocacy – Responsible for amplifying the voice of participants throughout the community through relational and responsive case management. CAC is prioritizing innovative perspectives on empowering participants beyond typical feedback or advisory panel discussions. CAC is looking for a dynamic advocate to support CAC's crisis response and long-term case management priorities. Additional tasks and activities include:

- Complete housing assessments with individuals or families experiencing homelessness
- Connect individuals and families with emergency shelter resources within CAC or externally, as well as short-term hotel placements
- Provide high-quality, trauma-responsive case management services for a portion of CAC's emergency shelter and permanent supportive housing participants residing in CAC's housing units
- Be available for crisis response during scheduled times in CAC's drop-in resource center
- Coordinate and manage the needs of CAC's housing participants
- Assist participants with moving arrangements when more permanent housing becomes available
- Maintain safety and security of CAC's Resource Center and housing units by following all site-specific health and safety procedures as well as home visiting guidelines
- Ensure prompt case notes, documentation, and data quality within HMIS (Homeless Management Information Systems) and other organizational data and case management systems
- Attend team meetings as requested

Community Outreach – Responsible for identifying and collaboratively working across programs and organizations to serve the housing needs of the community. CAC is looking for a collaborative individual to build relationships with clients and community leaders outside of CAC. Referrals and outreach efforts can happen from a host of community partners. Additional tasks and activities include:

- Develop relationships with property managers, city leaders, law enforcement, community organizers, employers, faith-community leaders, and others to ensure housing supports are easily accessible across the community
- Coordinate and communicate with other agencies and organizations throughout the area

General Responsibilities:

- Demonstrate commitment to the agency's mission: "To promote a healthy, caring, and just community for all people through resources, advocacy and volunteer effort."
- Employ trauma-responsive, person-centered care practices to create a safe and healing space,



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build relationships, foster agency and invest in the long-term wellbeing of participants

- Utilize crisis intervention and conflict resolution skills to support individuals and families in need
- Follow all mandated reporting laws for vulnerable adults as well as child abuse and neglect
- Attend and actively participate in regularly scheduled organization and team meetings and trainings

Work Environment and Physical Demands: While performing the duties of this job the employee is regularly required to walk, stand, bend, kneel, use hands to write, use computers, and lift up to 40 lbs. Employees are subject to a minimal noise level.

Qualifications: CAC is committed to finding the right person for the position, ideal candidates will possess many of the following qualities:

Required qualities:

- Working knowledge of social services and community resources for clients
- Excellent interpersonal skills, including both verbal and written communication
- Experience working alongside diverse populations
- Bachelor's degree in human services or related field OR four years of experience in related field
- Flexibility to work occasional nights or weekends to meet the needs of the organization
- Highly organized and effective in a dynamic fast-paced environment
- Excellent ability to multi-task and troubleshoot issues
- Ability to work independently and as a member of a team
- Passion for equity and social justice
- Ability to pass all required background and MVR checks

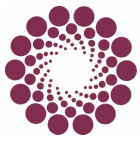
Preferred qualities:

- Social Work license
- Bilingual in English and Spanish strongly preferred
- Strong housing expertise
- Strong knowledge of mental health and/or substance use disorders
- 2+ years of experience in customer service, human services and /or basic needs
- Experience managing staff and/or volunteers
- Familiarity with Rice County organizations and resources
- Experience working or volunteering in a human service organization
- Proficient in Google Suite and Microsoft Office (PowerPoint, Word, and Excel)

Certificates, Licenses, and Registrations:

- Must possess and maintain a valid Minnesota driver's license
- Must possess Personal Auto Insurance

Compensation: The position is designed as a **full-time 40-hour/week, non-exempt position**. Hourly wage will depend on experience and qualifications with a starting range \$18-23/hour plus benefits (including a stipend for health care). Some components of the position may require occasional night or weekend hours as well as possible travel throughout Rice County. CAC offers flexible work



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arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas.

Equal Opportunity: CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces include employees from diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application and Hiring Process: CAC will be interviewing on a rolling basis until the position is filled. To apply, please submit a cover letter, resume, and contact information for three professional references to employment@communityactioncenter.org. Inquiries and questions can be sent to this same e-mail address or by contacting CAC's Housing Manager, Maureen Style, at style.maureen@communityactioncenter.org or 507-741-4741.