



Community Advocate - *job description*

Organization – The mission of the Community Action Center (CAC) is to promote a healthy, caring, and just community for all people through resources, advocacy, and volunteer effort. A community-based, non-profit, human services organization, the CAC provides and advocates for the basic needs of people and families throughout Rice County. Its services and programs create a robust safety net for low-income families. These services include food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care, and more. CAC provides a drop-in resource center where immediate response and support is available. Its thriving and abundant food shelves serve fresh, healthy, and culturally relevant food to thousands of individuals each year. CAC owns and operates multiple housing projects, spanning from emergency shelter to permanent supportive housing. These housing programs include ongoing intensive case management services with tenants. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills. Additionally, CAC's retail clothing store provides the entire community access to affordable clothing.

CAC's resources and staff are part of the community 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, CAC is looking for a **Community Advocate** to help support the community responsive work of CAC in Northfield.

Job Title: Community Advocate

Reports to: Community Resource Director

FLSA Status: Hourly, non-exempt

Hour Status: 40 hours, may include some nights and weekends

Job Summary: The position of **Community Advocate** will support an organizational culture of a community-based, person-centered, and trauma-responsive environment. The position will respond to the unique needs of clients accessing services through our Resource Center and in the community.

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.

Direct Service Resource Coordination:

- Conduct intake and assessments to reflect the strengths, needs and challenges identified by individuals and families
- Provide appropriate service coordination in response to intake and assessment, either through services within CAC or on a referral basis (this may include, but is not limited to: Housing resources, emergency financial assistance, safety planning, county social services, emergency food access, clothing, transportation, etc.)
- Identify service barriers and work to remove them through engagement with the



community and by linking participants to formal and informal supports

- Utilize crisis intervention and conflict resolution skills to support families in need, and maintain safety and security of resource center
- Collect data and maintain accurate records for statistical, evaluation and funding purposes, maintaining confidentiality and participant informed choice
- Attend and actively participate in CAC team and staff meetings, trainings and all staff events

Community Engagement - CAC strives to be a trauma-responsive organization. Along with recognizing the effects that trauma has on individuals, families, and our society as a whole, the CAC aims to reduce the impact of trauma on the lives that the organization touches. Being trauma responsive means believing that people can adapt, heal, and even grow from traumatic experiences. Post-traumatic growth happens when individuals feel safe, connected and in control—over the course of many interpersonal interactions in a variety of 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.

- Demonstrate commitment to the agency's mission, *"to promote a healthy, caring and just community for all people through resources, advocacy and volunteer effort."*
- Provide person-centered, trauma-informed care practices to build and maintain relationships, exercise cultural humility, and build trust in order to preserve and uphold participant choice
- Work with the Community Advocates team and CAC leadership to identify new areas of opportunity for community outreach and engagement with individuals, youth, and families

Required qualities:

- Bilingual in English and Spanish
- 2-5 years of experience in human services, individual/family support, or community resources
- Ability to work evening and occasional weekend hours
- Experience working alongside diverse populations
- Passion for equity and social justice

Preferred qualities:

- Familiarity with Rice County organizations and resources
- Previous experience working or volunteering in a community resource center setting
- Experience with Microsoft Office (PowerPoint, Word, and Excel) and Google Suite
- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Highly organized with attention to detail, ability to multi-task and troubleshoot issues
- Ability to work independently and as a member of a team
- Capable of completing work on time in a fast-paced environment while maintaining a positive attitude

Work Environment and Physical Demands:

- Blend of office environment, shared work space, and open, drop-in center



- Employee is subject to minimal noise level
- While performing the duties of this job the employee is regularly required to walk, stand, climb stairs, bend, kneel, sit on the floor, use hands to write, type, use computers, and lift up to 40 lbs.

Compensation – The position is designed as a full-time, 40 hour/week, non-exempt position. Starting hourly wage will depend on experience and qualifications, with a starting range of \$16-\$18/hour plus benefits (including a stipend for health care). Some components of the position may require occasional night or weekend hours. CAC offers flexible work 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.

Application and Hiring Process – CAC will be interviewing on a rolling basis until the position is filled. Initial applications will be reviewed beginning **Friday, December 17, 2021**. 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 e-mail address or by contacting CAC's Community Resource Director, Amy Tudor at 507- 573-2708.