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**Resource Advocate**

**Job Description**

**JOB TITLE: Resource Advocate DEPARTMENT: Operations**

**REPORTS TO: Operations Director BFOQ: Faith-aligned/Christian**

**STATUS: Non-Exempt**

**ORGANIZATION:** Bread of Life Mission is a non-denominational, Christian, social services organization, which provides critically needed goods and services to the homeless, poor, and needy of Washington State without regard to race, color, sexual orientation, creed, national origin, or religion. BOLM staff works to bring hope, healing, and recovery to Seattle’s homeless through a Christ-Centered approach, impacting Seattle one life at a time. Every position is essential to the fulfillment of our ministry purpose.

**SUMMARY OF POSITION:** Responsible for coordinating care for guests and residents at BOLM. Seek out resources in the community and connect our guests to the care they need. BOLM is a faith based 501(c)(3) charitable organization that exists to transform lives in a spiritual environment that is both compassionate and disciplined.

**DUTIES AND RESPONSIBILITIES:**

* Responsible for client linkage and referral.
* Manage caseload of individuals.
* Utilize computerized tracking as case management and systems utilization tool.
* Complete all recordkeeping and documentation in a thorough and timely manner; maintain client confidentiality.
* Participate in open, collaborative communication with other personnel, consulting with Manager as necessary to ensure compliance with BOLM standards and policies.
* Maintain up-to-date directory of resources to support recovery of individuals with Serious Mental Illness (SMI) and Substance Abuse (SA).
* Work with partner agencies to identify and address client needs and make referrals as needed.
* Coordinate collection of client and provider feedback for evaluation and systems planning purposes.
* Work collaboratively with other BOLM programs to assist in coordination and delivery of case management and services.
* Responsible for the appearance, organization, and client flow in waiting area during hours of operation.
* Lead Support Groups, Bible Studies and teach program classes as assigned.
* Provide crisis intervention, de-escalation and debriefing in situations of conflict, stress, and trauma.
* Collaborate with other staff to provide a seamless approach to BOLM Life Change Program.
* Work collaboratively with other BOLM management and staff to advance the ministry of BOLM; attend staff meetings and other meetings as requested.
* Complete monthly report and submit by deadline for compilation of monthly reports. Complete other reporting as directed, ensuring compliance with appropriate regulatory agencies and partner organizations.
* Attend provider round-table meetings.
* Attend resource fairs to advertise BOLM programs to potential guests and other nonprofits.
* Attend meetings and perform other related duties as assigned.

**CORE COMPETENCIES:**

* Committed Christian with a heart to serve and assist the mentally ill, poor, addicted, and disenfranchised.
* Able and willing to share in word and action the transforming message of the Gospel.
* Relates to professionals and clinicians in many disciplines, consumers, other community agencies and the public.
* Knowledge of the community, other agencies, and resources
* Experience working with SMI/SA and homeless population.
* Knowledge of motivational interviewing.
* Experience providing case management and resource coordination in a complex, multi-agency environment.
* Knowledge of strengths-based therapy approach and trauma informed care
* Computer literate, proficient in Word, Excel, internet, and email
* Organized, patient, and solution oriented.
* Able to maintain a positive, professional, Christ-like manner with all donors, staff, guests, and volunteers.
* Must agree with and work towards achieving the goals and objectives of Bread of Life Mission.
* Agrees with and carries out responsibilities in accordance with the Mission’s policies that are included in Bread of Life Mission Directives, Code of Conduct, Statement of Faith, and Mission Statement. Willingly sign a confidentiality agreement.
* Able to teach and motivate others – articulate and patient.
* Computer literate – proficient in Word, Excel, internet, and email applications
* Stewardship mindset, excellent manager of time and resources, detail oriented
* Reliable, trustworthy, and open to learning new ways of doing things and enhancing existing skill set.
* Highly ethical, able, and willing to maintain confidentiality.

**EDUCATION/EXPERIENCE:**

* Associate degree, preferred, in relevant field.
* Minimum of 2 years related experience with increasing responsibilities.
* Experience using database management tools.
* The ability to work in a team setting and work independently.
* Previous experience working with homeless, addicted, mentally ill, desirable.
* Bi-lingual a plus.

**WORKING CONDITIONS/PHYSICAL FACTORS:**

* Requires working with a diverse population, many of whom struggle with homelessness, addiction, and mental illness – *Continuously.*
* The environment may be odorous due to lack of personal hygiene and intoxication of guests *– Frequently*.
* Able to lift up to 20lbs – *Occasionally.*
* Climbing stairs – *Frequently.*
* Extended periods of sitting – *Occasionally/Frequently.*
* Able to think, read, speak, see, and hear – *Continuously.*
* *Work will be performed in a typical office environment.*
* *Valid WA state driver’s license, record acceptable to BOLM insurance carrier.*

**REQUIREMENT:**

Bread of Life Mission is a privately funded 501(c)3 Christian ministry. It is the policy of Bread of Life to grant equal opportunities for employment to all qualified persons without regard to age, race, color, national origin, military, gender, genetic characteristic, marital status, unemployment, domestic violence, or any other applicable grounds prohibited by law. Our designated purpose is religious. We consider every position essential in the fulfillment of our ministry and Mission Statement.  As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord.  All employees must:

* Be able and willing to share the Gospel and participate in the ministry activities of Bread of Life.
* Subscribe to Bread of Life’s Statement of Faith and Qualifications for Employment upon hire and continuously while employed.
* Adhere to the Bread of Life Employee Handbook.

***My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive, and that employment is at-will.***

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