



Open Door Mission

Resource Advocate

JOB TITLE: Resource Advocate

DEPARTMENT: Resources

REPORTS TO: Resource Director

STATUS: FT/PT non-exempt

SUMMARY OF POSITION: Build relationships, connect guests to resources and in-house service opportunities, and share Christ. Be a safe and comforting presence in common areas, and an available resource for those in crisis.

DUTIES AND RESPONSIBILITIES:

- Supervise Day Room, Dining Room and lobby area, providing support, encouragement and accountability for services provided to ODM guests.
- Perform initial intake with new guests.
- Exercise a ministry of presence on the ODM campus, engaging guests in relationship, delivering pastoral care and promoting spiritual wellbeing.
- Lead Support Groups, Bible Studies, assist with Food Pantry, and support Care Team, carrying out Care Team duties as necessary (mealtime devotion and supervision)
- Provides crisis intervention, de-escalation and debriefing in situations of conflict, stress and trauma
- Identify and assess guest needs, linking with community resources through a referral process, to meet those needs.
- Coordinate with partner agencies to assist guests in acquiring needed resources.
- Maintain current and complete case notes and records for each guest.
- Complete weekly reports and submit by deadline for compilation of monthly reports.
- Maintain accurate files and records.
- Complete/participate in other projects, tasks, meetings, etc., as assigned

SKILLS/QUALIFICATIONS:

- Has a genuine personal relationship with Jesus Christ that bears evidence of an active, maturing faith and is a good Christian role model.
- Ministry mindset, mature Christian, able to model servant-leadership.
- Desires to share God's love and truth with all those with whom we come in contact, and minister to at ODM, ie: guests, staff, volunteers, Board Members, partners, etc.
- Possesses strong leadership qualities as well as organizational and communication skills (interpersonal, written and verbal), and experience and pays attention to details.
- Exhibits ability to mentor, disciple and advise people lacking social skills who also have addictions, and emotional and mental illness.
- Is aware of resources within our community, benefitting to ODM clientele, able to build collaborative working relationships accordingly.
- Agrees with and supports ODM's purpose, philosophy of ministry, statement of faith, policies and procedures.
- Demonstrates a strong work ethic and willingness to lead and participate in necessary activities.
- Is flexible and has good conflict resolution skills and can be a constructive member of ODM staff team.
- Is willing to forego personal rights for the common good of ODM and help in other areas as needed. Has a servant attitude, ie. Phil. 2:5-8
- Is comfortable with public speaking and teaching in front of large groups as well as facilitate small group discussions and can relate well to the public.
- Exhibits creativity in planning, and leading activities and people.
- Is spiritually and emotionally mature exhibiting sound judgement, good decision-making abilities, and able to stay calm and think clearly in emergency situations.
- Possesses sound computer and office skills to complete administrative tasks.
- Able and willing to de-escalate people or situations, both verbally and physically

- Previous training in social work, mental illness, Bible, lay-counseling, etc.
- Bi-lingual a plus
- Current certification (or willingness to obtain) in CPR, First Aid, Bloodborne Pathogens Management and AED use.
- Valid NY state driver's license, record acceptable to ODM insurance.

WORKING CONDITIONS/PHYSICAL FACTORS: (INCLUDE PHYSICAL REQUIREMENTS SUCH AS BENDING, LIFTING, CLIMBING STAIRS, MANUAL DEXTERITY/COORDINATION, FINGERING, STANDING FOR EXTENDED PERIODS OF TIME, ETC. NOTE IF WORK IS OUTDOORS)

- Work will involve interactions with a diverse client/guest population and involves working with people who struggle with homelessness, mental illness, addiction, may be under the influence of alcohol, and/or have poor personal hygiene. - *Frequently*
- Work is primarily indoors and will require climbing stairs *occasionally*, daily.
- Requires the ability to think, create, develop, speak and hear - *continuously*
- Lift and move up to 50lbs, *occasionally*

EDUCATION/EXPERIENCE:

- 1-3 years of previous supervision experience working within homeless/mental health/addiction field
- Bachelor's Degree in Social Work, Human Services, Biblical Studies or a related field *preferred*.

Requirement:

The Open Door is a privately funded 501(c)3 Christian ministry outreach of Servants of the Word, Inc. It is the policy of The Open Door 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 Open Door;
- Subscribe to The Open Door Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to The Open Door Employee Handbook.

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

Signature

Printed Name

Date