



Guest Advocate

Organizational Relationship:

The Guest Advocate reports to the Director of Operations

Position Overview:

The Guest Advocate is responsible for working with the Housing Manager in providing strength-based support, intervention, information and access for resources.

Primary Responsibilities:

I. Guest Advocacy

- Get to know guests as individuals. Works with staff and volunteers to assist the guests in reaching goals.
- Assist in the collaboration and coordination of necessary resources and programming intended to assist guests in the home.
- Support the emotional, spiritual, and physical wellbeing of the guests.
- Is aware of the housing stabilization plan for each guest in the home and assists in coordination of programming.
- Tracks and reports housing outcomes and other reporting requirements upon request.
- When suspicion of substance abuse warrants, perform a UA. Support will be provided as needed and requested by the on-call person.
- Ensures guest confidentiality and respect.
- Holds self and others accountable to high standards of service.
- Facilitates access to housing and employment, education, physical and mental health resources.
- Models and maintains healthy, professional boundaries with guests.

II. House Responsibilities

- May assist in the intake and discharge of guests.
- Ensures a safe, clean environment for guests, volunteers, and staff.
- Assist in ensuring all residents' rooms are clean and sanitized upon resident departure.
- Provides immediate and professional response to any emergency or disturbance within or immediately outside the facility.
- Performs regular safety checks of all common areas and resident rooms.
- Tracks and assists in monitoring expenditures for housing support funds, upon request.
- Participates in the Steele County Homeless Response Team upon request.

III. Organizational Accountability

- Holds accountable staff, volunteers and self to high standards while providing services.
- Participates in regular program evaluations.
- Provides support and constructive feedback to staff and volunteers.

- Ensures guests and staff comply with program guidelines and procedures.
- Performs other reporting requirements upon request.
- Completes ongoing professional training as set for by the Director of Operations.
- Assists with fundraising and special events upon request.

Educations and Experience

- High school diploma or equivalent.
- Experience and/or educational background related to work with homeless and/or under-resourced population. Preferred but not required.
- Compassion, empathy and ability to respond to individuals in crisis.
- Ability to work with people of all ages from diverse racial, cultural, religious, social and economic backgrounds and lifestyles.
- Excellent communication and organizational skills.
- Ability to solve problems and make decisions individually and within a team.
- Experience with Microsoft Office.
- Valid driver's license and reliable transportation.
- Ability to work weekdays, some holidays, and weekends.
- Must be able to pass both a criminal background check and drug test.
- Promote and adhere to the vision and mission of the Lighthouse of Southern MN.

Physical Demands

- During your work hours you may be required to write, talk, cook, clean, lift 40 pounds, move items, operate a computer, sit, walk, and kneel.
- Can at times be fast paced and require crisis intervention protocol.
- Safety and security are a priority.

Attributes

- Strong commitment to the mission, diversity, equality, and inclusion.
- An energetic team player.
- High level of personal and professional integrity, ethics, and customer service.
- Work with a spirit of optimism and fun.
- Desire and ability to work with diverse people and organizations.
- Initiative and a commitment to ongoing improvements.
- Ability to work effectively both independently and as part of the staff team.

This job description is not meant to be all-inclusive. It defines the critical job responsibilities and requirements only, which may change at any time, with or without notice due to agency needs, regulatory requirements or other factors.