



Job Description

Title:	Resident Advocate III
Reports to:	Housing & Shelter Director
Classification:	Hourly, non-exempt
Shift:	AM/PM/Overnight
Salary:	\$19-\$25 hourly

The mission of Minnesota One-Stop for Communities is to strengthen and support individuals and families in communities to be safe, stable, and healthy.

Minnesota One-Stop for Communities (MN One-Stop) is a dynamic, 7-year-old non-profit organization with its main office located in Roseville, MN. MN One-Stop offers services to thousands of low-income families throughout the State of Minnesota. MN One-Stop works with some of the most vulnerable individuals in our community: those experiencing housing instability, long-term homelessness, child protection involvement, low-income, and people of color. Through its Parent Mentor Program, Housing Program, and Shelter Program, MN One-Stop provides emergency shelter, stable housing options, and one-to-one mentors who support families as they navigate the child welfare system. MN One-Stop also offers housing navigation, referrals, community resources, and case management; all to support individuals through crises and to set goals for future success. MN One-Stop is dedicated to delivering high-quality, dignified services that empower people to create healthy, stable lives.

The Resident Advocate III is a member of the Housing & Shelter Team and will work collaboratively with other team members and leadership to provide a clean, safe, and secure environment to residents. This position interacts closely with residents and must provide high-quality customer service to residents and partners. Resident Advocate III works with housing and shelter residents and performs administrative duties as detailed in number 5 below. Due to the highly interactive nature of this position, the Resident Advocate III must be knowledgeable of conflict resolution and de-escalation techniques.

Job Responsibilities:

1. Promptly and accurately collect, enter, manage, and report resident data into systems of record.
 - a. Complete/Ensure an intake form has been completed for each resident.
 - b. Enter resident information from intake forms into a systems of record.
 - c. Keep resident records updated with relevant documents, such as incident reports, case plans, the release of information, etc.
 - d. Update resident records upon exit from the program.

2. Be vigilant of the facilities' safety and security:
 - a. Check all residents for prohibited items prior to their entry into the facility.
 - b. Monitor residents' activities in common areas to ensure safety and security.

- c. Complete regular rounds checking all exits, fire doors, and safety equipment.
 - d. Ensure proper food handling techniques when preparing and serving food and meals.
 - e. Ensure rules and policies are enforced consistently.
 - f. Respond to and submit incident reports for all instances of chemical abuse, theft, threats, and violations of program rules.
 - g. Serve as a mandated reporter.
3. Assist in measuring the impact of the Housing Program on the organization and mission.
 - a. Accurately collect, review, and report the total demographics of individuals and families.
 - b. Collaborate with the Advancement Director to regularly survey residents about their experiences at MN One-Stop.
 - c. Create opportunities for residents to provide feedback.
 - d. Provide feedback as requested to continuously improve the Housing Program.
 4. Oversee and manage one or more of the following, as assigned by Housing & Shelter Director and/or Supervisor:
 - a. Emergency Rental Assistance Funds – work with Advancement to keep paperwork up to date; collect applications and disburse funds.
 - b. Daily Head Counts – create a process for tracking daily head counts to be used for ordering food and other inventory.
 - c. Databases – perform all data entry tasks for HMIS ensuring data integrity; ensure completeness of shift notes and case notes and make sure they are uploaded accordingly.
 5. Other duties as assigned.

Qualifications/Knowledge/Experience:

- High school diploma or equivalent.
- Must be 21 years of age.
- Must have a valid driver's license and insurance.
- Experience using Google Drive, Microsoft Office Suite, and/or other online platforms.
- Ability to pass a criminal and Department of Human Services background check if required by program license.
- Minimum of (1) one year of relevant experience.
- Ability to work with low-income populations including those who may be experiencing homelessness, unstable housing, substance use disorders, and/or mental illness.
- Knowledge and experience with housing instability, preferably with personal family experience of prior homelessness.
- Ability to accurately enter data into a computer system for reporting purposes.
- Effective listening and interpersonal communication skills.
- Relationship-building skills and conflict resolution and de-escalation skills.

Additional Information:

The role may require heavy lifting, up to 25 lbs. without assistance and up to 50 lbs. with assistance. This role may require standing for long periods of time. Employee must be willing to get CPR certification if not already obtained. This role may also need to physically restrain residents.