

Position: Community Resource Advocate
Program: Skid Row Care Center
Reports to: Program Manager
FLSA Status: Non-Exempt
Direct Reports: None

Summary

The Community Resource Advocate at the Skid Row Care Campus connects people experiencing homelessness to essential resources and campus amenities, including restrooms, showers, laundry, and Wi-Fi. Through a trauma-informed, participant-centered approach, they link individuals to critical resources like medication-assisted treatment (MAT), housing, and legal aid. They also collaborate with partners to support stability and recovery while facilitating peer-led programs, including overdose prevention, safer drug use education, recovery groups, and empowerment workshops.

Essential Duties and Responsibilities

1. Ensure participants can access campus amenities and connect to community resources that support stability, recovery, and well-being.
2. Provide trauma-informed, participant-centered care that prioritizes choice, autonomy, and empowerment.
3. Assist participants in navigating healthcare, housing, legal aid, and social services, including MAT, harm reduction, and recovery resources.
4. Build trust through active listening, advocacy, and peer-led support while fostering a collaborative, non-judgmental environment.
5. Maintain accurate records, track service engagement, and ensure compliance with reporting requirements, including incident reports and grievances.
6. Facilitate or connect participants to peer-led services like overdose prevention training, safer drug use education, and recovery groups.
7. Offer crisis intervention, conflict resolution, and de-escalation support while linking participants to appropriate services.
8. Strengthen service delivery through outreach, training, and collaboration with community partners, co-located providers, and external agencies.

Qualifications

1. Bachelor's in public health or related field, OR two years of experience in behavioral health, outreach, harm reduction, crisis intervention, or peer support, OR lived/living experience with homelessness, incarceration, or prior substance use.
2. Experience in community engagement, advocacy, and service navigation in behavioral health, housing, healthcare, legal aid, and harm reduction.
3. Knowledge of harm reduction, recovery-oriented services, mental health treatment, and community resources.
4. Ability to build trust with participants, facilitate peer-led services (overdose prevention, recovery groups), and respond to crises effectively.

Language and Communication Skills

1. Bilingual in English and Spanish preferred.
2. Strong communication skills with participants, guests, and staff.
3. Clear and legible writing for documentation.

4. Basic proficiency in Microsoft Office, and data entry.

Other Requirements

1. Current CPR and First Aid Certifications.
2. Complete tasks in a timely manner with minimal supervision.
3. Ability to be flexible and adapt to changing work demands.
4. Ability to work in a fast-paced, high-energy environment.
5. A valid government-issued picture ID.

Acknowledgement

The requirements listed in this Job Description indicate the minimum level of knowledge, skills, and/or abilities deemed necessary to perform the job completely. This Job Description is an overview of the duties, responsibilities, and requirements of my position. I may be required to perform other job-related assignments as requested.

I have read and understand the job requirements, responsibilities, and expectations set forth in this Job Description as outlined with or without any reasonable accommodations.

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