

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

Summary

This position supports the behavioral health component of supportive services, helping individuals access care and manage challenging behaviors using trauma-informed approaches. This role works closely with Community Resource Advocates to connect participants to services and collaborates with staff, co-located partners, external providers, and community resources to ensure participants receive appropriate care and support.

Essential Duties and Responsibilities

1. Provide on-site behavioral health interventions using de-escalation and trauma-informed techniques.
2. Assess individuals in crisis, develop safety plans, implement coping strategies, and monitor at-risk participants to prevent crises.
3. Connect participants to behavioral health, medical, harm reduction, housing, and other resources while assisting with service navigation, including appointments, transportation, and advocacy.
4. Coordinate with external providers and co-located partners to ensure integrated care.
5. Conduct individual and group sessions to build coping skills and provide ongoing emotional support to strengthen resilience.
6. Participate in case meetings, collaborate on care plans, and maintain communication with staff, agencies, and emergency services to ensure participant safety.
7. Document interventions, referrals, safety plans, incidents, and progress, while preparing required reports.
8. Provide education and training to staff and stay updated through professional development.
9. Attend required meetings and perform other duties as assigned.

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 crisis de-escalation, trauma-informed care, and community engagement required.
3. Knowledge of harm reduction, recovery-oriented services, mental health treatment, and community resources.
4. Experience with safety planning, service navigation, and outreach strategies.
5. Strong crisis management, problem-solving, and conflict resolution skills.
6. Ability to build trust, facilitate peer-led services (e.g., overdose prevention, recovery groups), and respond to crises.
7. Ability to maintain confidentiality and handle sensitive information per legal and ethical guidelines.
8. Capable of responding to emergencies and assisting individuals in distress, including occasional lifting (up to 25 lbs).

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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