



La Crosse

**JOB DESCRIPTION**

**Title:** Resource Advocate  
**Wage Range:** \$13.00-\$16.00  
**Date Posted:** 5/20/21

**Department:** Supportive Housing  
**Classification:** Hourly, Non-Exempt  
**Reporting Relationship:** CHRC Supervisor

**Position Objective:**

Provide support to the Community Housing Resource Center (CHRC) Supervisor by providing supervision and intake of clients, maintaining security, providing supportive services and connection to community resources as needed.

**Essential Job Functions:**

- Answer, screen, or transfer phone calls and takes messages for CHRC staff.
- Receives, screens, and directs visitors and clients.
- Attends staff meetings at the CHRC Supervisor’s direction.
- Maintains an awareness of client needs.
- Maintains a clean and tidy office and community environment.
- Prepares snacks for community visitors.
- Supervises volunteers and community service workers, when assigned.
- Performs other duties as assigned by the CHRC Supervisor.

**Qualifications:**

Education: High school diploma or equivalent

Experience: Experience working in a human services, social services, or non-profit environment is desired

Skills:

- Demonstrated knowledge of and belief in the YWCA mission.
- Excellent customer service skills.
- Strong organization skills with the ability to prioritize tasks.
- Ability to function in a fast-paced environment and deal effectively with crisis situations.
- De-escalation and crisis intervention techniques.
- Ability to work with staff across multiple departments and agencies.
- Ability to be flexible and adaptive.
- Ability to learn and apply skills related to client interaction and provision of basic services.
- Ability to maintain professional boundaries and ethics.
- Effective oral and written communication.
- Techniques for interacting with individuals from various socioeconomic, ethnic, and cultural backgrounds.
- Operate within established procedural guidelines.
- Demonstration of dedication to YWCA mission in every aspect of the position.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the duties of this job. Requires good speaking, hearing, and vision ability and excellent manual dexterity. Lifting, pulling, and pushing of materials up to 40lbs. Requires bending, squatting, and walking. May stand for extended periods.