



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:** Resource Center Director

**Position Objective:**

Provide support to the Resource Center Director 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 resource center staff.
- Receives, screens, and directs visitors and clients.
- Attends staff meetings at the Resource Center Director'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 Resource Center Director.

**Qualifications:**

**Education:** High school diploma or equivalent

**Experience:** Minimum of 1 year 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.