**RESIDENT ADVOCATE RESPONSIBILITIES AND DUTIES**Employer: Panza dba Quixote Communities, a 501c3 nonprofit

Location: Quixote Village in Olympia, Washington

**WHO WE ARE**   
We strongly believe at Quixote Communities that everyone deserves safe and affordable housing**.** We work to provide housing for our community members experiencing homelessness in Thurston County, Pierce, and Mason Counties in Washington state. We are a tiny house village that offers communal living with rich peer mentorship and support. Our staff work side-by-side with residents to help them reach their individual goals and to connect them with various community services. Our houses are economically efficient, costing less than half of what it costs to build your average apartment. We also leave a smaller footprint with our less than 200 sq. ft. homes. But the most rewarding part of it all, is that our residents are no longer homeless. Housing is a primary need, first and foremost. Once residents are housed, they are then able to work on other aspects of their lives such as education, employment, substance use, physical health, and mental health. This is no easy feat. Our residents are resilient survivors and we see their successes here every day.

**JOB SUMMARY**   
The Resident Advocate provides on-site services for the previously homeless residents of Quixote Village, including advocacy; resident-defined, goal-oriented service plans; identifying appropriate resources to implement those plans; and helping residents make positive connections with peers and the wider community. The RA maintains a database to track resident progress and outcomes. The RA reports directly to the Program Manager.

**SALARY AND BENEFITS**

This is a full-time, permanent position. The hourly rate is $18-$22, depending on experience and qualifications. There is also a $500 monthly stipend for health insurance. Full-time employees are entitled to eleven paid Holidays. This position shares an on-call rotation with other staff members. You will also start accruing personal vacation beginning the first month of employment.

**RESPONSIBILITIES**

1. Conduct initial assessments/intakes to identify a new resident’s current resources and needs and to identify possible barriers to attaining their goals.
2. Assist residents in setting goals and identifying steps towards meeting those goals, including referrals to resources, and accessibility.
3. Create and maintain a working relationship with the Housing Authority of Thurston County (who oversees the vouchers)
4. Provide services for and maintain Housing Authority project-based voucher program.
   1. Complete all required documentation including initial intakes, annual renewals, database tracking and other related documentation to ensure residents acquire and maintain housing vouchers
   2. Ensure maximum client participation and enrollment for up to 25 residents.
5. Meet regularly with residents on at least a monthly basis, more with residents needing intensive case management.
6. Assist residents with applications for services, using service plans to prioritize needs.
7. Maintain well organized and up-to-date case files and a database that tracks resident information and outcomes. Log and maintain data in the Homeless Management Information System (HMIS).
8. Provide records and reports as requested by the Program Manager and the Board of Directors. Assist in the preparation of summary reports of Village activities and operations.
9. Assist residents with their transportation needs through Paratransit, InterCity Transit, Dial-a-lift and other resources. Drive residents in an agency vehicle or personal vehicle when required.
10. Work with and support Village internships, work studies, and volunteers.
11. Attend weekly meetings of the Village Life Committee. Attend monthly Board of Directors meetings as needed. Represent Quixote Communities at meetings and events in the greater community.
12. Coordinate weekly satellite food bank pick up, distribution, and tracking.
13. Expand and maintain connections with various area resources including mental health, chemical dependency, employment specialists, etc.
14. Participate in trainings and other professional development opportunities as needed.
15. Other duties as assigned.

**MINIMUM QUALIFICATIONS**

1. Have a BA/BS Degree in Human Service/Social Service or a related field, or equivalent experience.
2. Experience in social service and/or substantial experience working with people who have experienced homelessness, unemployment, mental illness and/or chemical dependency.
3. Valid WA State driver’s license and current driving abstract indicating clean driving record and reliable transportation.
4. Ability to work effectively with diverse clients with a broad spectrum of assets and needs, particularly mental health, chemical dependency and life skills issues.
5. Excellent interpersonal skills, including written and oral communication.
6. Ability to work both independently and as a team player; willingness and ability to make sound judgments without onsite supervision.
7. A history of demonstrating reliability and dependability.
8. Ability to work with high-need individuals while maintaining healthy boundaries.
9. A working knowledge of Thurston County human services, employment, housing, mental health and chemical dependency services.
10. Ability to communicate and work effectively with diverse populations, including staff, volunteers, residents and board members.
11. Strong computer skills, Microsoft Office Suite; ability to maintain the resident database and to find resources online.
12. Commitment to social justice for people living in poverty, and a thoughtful approach to strategies for achieving it.

**Preferred Qualifications:**

**1.**  Two+ years relevant experience with a homeless population and the issues surrounding it or lived experience.

**2.** Have or are working towards related certifications.

**3.** Ability to work flexible hours and weekend days.

**Application process**

Send cover letter and resume to:

Quixote Communities

3350 Mottman Road SW

Olympia, WA 98512

Or email to: info@quixotecommunities.org

Quixote Communities is an equal opportunity employer. We celebrate diversity and are committed to providing an inclusive environment for all employees, staff, volunteers, and residents.

For more information about Quixote Communities, go to [www.quixotecommunities.org](http://www.quixotecommunities.org)