



Resource Advocate

Volunteer or Internship Position Description

Position & Responsibilities

Role Summary

Tubman Resource Advocates implement person-centered and culturally grounded practices to people of all ages, genders, and backgrounds through safety planning, emotional support, information and connection to Tubman services, and referrals to community organizations. Resource Advocates provide these services by phone, e-mail, via text, and in-person to individuals seeking support and services at Tubman and in the community. Work is on-site at Tubman Chrysalis in south Minneapolis.

Impact & Benefits

- Support people of all ages who are experiencing relationship violence, legal concerns, mental or chemical health challenges, and other forms of trauma
- Work toward removing barriers and ensuring equitable access to services

Position Responsibilities

- Provide support, advocacy, crisis intervention, and information about a range of Tubman programs/services including shelter, housing, mental and chemical health, youth, and legal
- Deliver non-judgmental, culturally competent, trauma-informed, and client-centered support
- Gather client information to assess eligibility for legal services and to make appropriate referrals
- Connect clients to community partners for additional services and resources
- Work as part of a supportive team centering client needs
- Complete accurate documentation as required

Qualifications & Expectations

Position Qualifications

- Interest in working with those experiencing crisis and/or trauma
- Ability to remain calm and client centered throughout in-depth and sometimes emotional conversations
- Strong interpersonal communication skills, including empathetic listening and the ability to respond appropriately and respectfully to clients
- Ability to work independently and as part of a team; resourceful; emotionally mature; flexible
- Personal and/or professional experience with people from diverse backgrounds, identities, and lived experiences
- Uphold an openness to learning and commitment to enhancing skills through taking initiative, training, supervision, and coaching
- Ability to maintain a working knowledge of Tubman's services and other community resources
- Comfortable using a computer including basic computer programs, researching the internet, utilizing excellent organizational skills, and writing professional emails
- Experience in customer service, crisis intervention, or human services-related work preferred
- Interest in legal services, advocacy, and systems
- Multi-cultural and multi-lingual applicants will be strongly considered

Black, Indigenous, and people of color, multilingual speakers, people of all gender identities, people with disabilities, and veterans are all encouraged to apply.

Time Commitment & Availability

- Minimum of 8-10 hours/week required, option for 12 hours/week
- Minimum of 9 months with preference for a 12-month commitment
- Shifts: Shifts are in 4-hour blocks scheduled between Monday and Friday, between 8:00 and 5:00 p.m.
- All shifts are **onsite** at our Tubman Chrysalis center, 4432 Chicago Ave #1, Minneapolis, MN
- Attend Resource Advocate meetings as needed/available (typically 3 per year).
- Opportunities to attend staff and team meetings as interest and time permits

Supervision & Training

- Attend Tubman's five-part Intern/Volunteer Orientation and Training series
- Attend the Resource Advocate in-person half-day training
- Participate in a minimum of two shadow shifts
- Supervision and support provided by the Central Access Team Managers

Organization

Tubman offers safety, hope, and healing to people of all ages, genders, and cultural backgrounds who are facing relationship violence, sexual assault, exploitation, homelessness, addiction, mental health challenges, or other forms of trauma. We provide safe shelter and housing, legal services, mental and chemical health services, youth programs, and more. www.tubman.org

Black, Indigenous, and people of color, multilingual speakers, people of all gender identities, people with disabilities, and veterans are all encouraged to apply.