



# Resource Counseling Advocate

Volunteer or Internship Position Description

## *Position & Responsibilities*

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### **Role Summary**

Answering Tubman's crisis and resource line and assisting clients in-person or remotely, our Resource Counseling Advocates are responsible for providing crisis intervention, supportive counseling, general information, and referral services to individuals who call or come into Tubman.

### **Impact & Benefits**

- Provide immediate response and support to individuals in difficult situations or crisis
- Gain experience offering supportive counseling in response to a variety of life situations
- Make a difference in someone's life by providing a bridge to community resources

### **Position Responsibilities**

- Follow agency guidelines as you interact with clients, clarifying the client's concerns and needs, providing support, and referring clients to community resources and programs
- Communicate and collaborate within your team to provide coordinated services to clients
- Remotely answer voicemails and connect with clients via personal phones and email.

## *Qualifications & Expectations*

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### **Position Qualifications**

- Ability to work well under pressure, independently, and remain calm in response to crisis situations
- Excellent communication skills, including active listening and the ability to respond appropriately to client needs; ability to analyze client and team situations
- Ability to work with diverse teams and clients to foster a culturally inclusive environment
- Flexibility to adapt in the moment while working in a fast-paced environment
- Comfortable using a computer – this position involves using basic computer programs, researching the internet, utilizing excellent organizational skills, and virtual communication
- Ability to maintain a working knowledge of community resources

### **Time Commitment & Availability**

- 8 hours/week minimum for 6 months preferred, including orientation/training
- Position may be done remotely, on-site, or a combination of both depending on safety guidelines
- Days and times of available shifts are as follows:
  - ♣ **Chrysalis Center (Mpls):** Monday-Thursday 9 am-1 pm, 1-5 pm;  
Friday 9 am-1 pm, 11 am -3 pm
  - ♣ **Tubman East (Maplewood):** Monday-Friday 8 am-12 pm and 12-4 pm

### **Supervision & Training**

- Attend Tubman's five-part Volunteer/Intern Orientation and Training series as well as two shadowing shifts before beginning your position
- Supervision provided by the Community Outreach Coordinator

We encourage applications from people of color, all genders, multilingual speakers, veterans and those who have disabilities.



### *Organization*

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Each year Tubman helps nearly 25,000 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, and youth programs. [www.tubman.org](http://www.tubman.org)

We encourage applications from people of color, all genders, multilingual speakers, veterans and those who have disabilities.