Resource Counseling Advocate
Volunteer or Internship Position Description

Position & Responsibilities

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

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, 12-4 pm, 4 - 8 pm, & 8 - 11 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.
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