



Resource Advocate - Maplewood

Volunteer or Internship Position Description

Position & Responsibilities

Role Summary

Tubman Resource Advocates at Tubman East in Maplewood implement survivor-centered and culturally grounded practices to provide people of all ages, genders, and backgrounds with information about relevant services, safety planning, and resources to strengthen connections to programs of potential interest. Resource Advocates deliver empathetic resource guidance, crisis intervention, and information primarily via phone and e-mail. In-person assistance is provided as the need arises.

Impact & Benefits

- Implement effective options to people facing a range of challenging circumstances related to violence and/or other forms of trauma
- Offer resource options that work toward removing barriers and ensuring equitable access to services

Position Responsibilities

- Provide triage support, advocacy, crisis intervention, and information about a range of Tubman programs, including: shelter, housing, legal, mental and chemical health, youth, outreach, and community-based assistance
- Deliver empathetic resource guidance and assistance
- Uphold strong teamwork within Tubman and other partner organizations
- Implement protocol to ensure accuracy and connections to information provided via phone, email, and in-person assistance

Qualifications & Expectations

Position Qualifications

- Ability to work well under pressure, independently, and remain calm in response to those experiencing crisis and/or trauma
- Strong two-way communication skills, including active listening and the ability to respond appropriately to client needs
- Ability to work with diverse teams and clients to foster a culturally inclusive environment
- Demonstrate initiative and the ability to be flexible and creative while working in a fast-paced environment
- Uphold an openness to learning and commitment to enhancing skills through training, supervision, and coaching
- Ability to maintain a working knowledge of community resources
- Comfortable using a computer – including using basic computer programs (such as internet and email), navigating databases, and utilizing excellent organization skills

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

- 8 hours/week for a minimum for 9 months preferred, including orientation, training, and onboarding
- The position is on-site in Maplewood
- Days and times of available shifts: Monday-Friday 8 am-12 pm and 12-4 pm

Supervision & Training

- Attend Tubman's Intern/Volunteer Orientation and Training series, program training and onboarding that includes customized shadowing shifts, 1:1 supervision, and team meetings
- 40 hour sexual assault training series is optional
- Supervision provided by the Community Outreach Manager

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

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