

Organization description

Thrive Central Oregon helps overcome housing, health and financial insecurity through hands-on assistance that connects families and individuals to the resources they seek. Thrive meets community members where they are in public spaces, providing vital connection to services and support that for many would otherwise not happen.



Position title

Bilingual Community Outreach Advocate

Reporting to

Advocate Support Lead

Job description

The Bilingual Community Outreach Advocate is responsible to meet with individuals at designated locations to connect them to requested services and community resources. The majority of our work is focused on permanent and affordable housing. Our primary offices are in Bend with services provided over the phone and at drop-in sites across Central Oregon. We anticipate this role to have office days based in both Madras and Bend.

Duties and responsibilities

- Commitment to interacting positively and respectfully with people of all ages, cultures and demographic backgrounds
- Abide by and promote the values of Thrive Central Oregon's *Non-Discrimination Policy* and *Equity Statement*
- Be familiar with and abide by the Employee Manual
- Support a caseload of clients
 - Providing phone, in-person and email support
 - Completing applications for benefit programs
 - Determining eligibility based on program requirements
 - Gathering and submitting required documentation
 - Referring as needed to other services
- Provide respectful and knowledgeable resource connection to individuals seeking support
- Responsible to meet with individuals, and sometimes groups, at various sites across Central Oregon
- Responsible to field calls from clients, partners and the community
- Responsible to stay updated on social service supports within the community to better enhance housing and other service outcomes for people living in poverty
- Ability to present at public speaking engagements as needed
- Flexibility to provide site coverage and staff evening and weekend events, as needed
- Compile and maintain program data based on services provided, utilizing case management software
- Responsible to attend and contribute to weekly staff meetings
- Ability to professionally represent TCO at agency and partner meetings

Qualifications & Skills

- Bachelor's degree in Social Work or a related field **or** 2-years' experience in Human Services-related field **or** lived experience navigating and connecting to community resources
- Reliable transportation required to staff sites across Central Oregon
- Bilingual Spanish
- Strong problem solving and group work leadership skills
- Ability to work independently and as part of a team
- Attention to detail
- Effective oral and written communication skills
- Sound computer skills, including; Word, Google Suite, and additional data entry systems as needed

Compensation

- Full-time, 40 hours per week. Rate of pay \$27.73/ hr.
- Benefits
 - Health insurance for employee: 100% premium paid for medical, vision and dental available on the first of the month after hire
 - Retirement plan begins on start date, with employer match at 5% on the first of the month after 60-days.
 - Paid holiday/ vacation/ sick time. Approximately 3 weeks PTO, plus 12 holidays begin at 1st of month after 60-days
- More details and how to apply can be found at <https://www.thrivecentraloregon.org/job-postings>

Thrive believes that each employee makes a significant contribution to the company's success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties and qualifications but not limit the incumbent nor the organization to just the work identified.