

Position: Drop-in Advocate

Employment Status: Full-Time, Salary, Benefits Package

Reports to: Program Manager

Organizational Description

Awaken is a non-profit organization that has been serving the northern Nevada community for more than 10 years. Our mission is to increase awareness and education surrounding the issue of commercial sexual exploitation and to provide housing and restoration for its victims. Awaken operates a transitional house, a drop-in center, and facilitates support groups, therapy, mentoring, advocacy, and case management. All of Awaken's services are focused on healing, empowerment and identity building. Our vision is to transform our community with the ultimate goal of eradicating commercial sexual exploitation. We aim for victims to be restored to their fullest potential. We aspire to be an inspirational model for other communities.

Job Description

Drop-in Services are a critical need for individuals in the community who have been involved in the sex trade and desire to build community and access resources. Drop-in is a part of Awaken's continuum of care, which includes outreach, case management, and a residential program. Individuals who visit Drop-in can receive stabilizing support like crisis intervention, referral to case management, a survivor support group, and celebration nights. The Drop-in space includes a living room area, kitchen, resource closet, and case management offices.

Role Summary

The Drop-in Advocate works within a team to create a safe, welcoming, and inclusive environment and ensure services are running smoothly on a daily basis. Central to this position is the ability to develop trusting relationships while maintaining policies and procedures created to ensure safety for everyone involved. This role works closely with the Program Manager and Adult Case Management team to provide consistent leadership to Awaken staff, volunteers, and participants in Drop-in to set a tone that is safe, strengths-based, cooperative, and survivor-centered.

Duties include, but are not limited to:

- Facilitate a robust drop-in program for those affected by CSE
- Provide services in the Drop-in Center including the following:
 - Educational and life skills workshops
 - Creative arts activities
 - Peer support
 - Healthy food
 - Celebration nights
 - Special events
- Greet all drop-in participants and orient them to the space and values

Drop-in Advocate

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- Facilitate intakes, assessments, and develops safety plans with clients eligible for drop-in services as needed
- Stay current with knowledge of community resources relevant to meet participants' needs, keep resource binder up to date
- Support participants with identifying needs and provide information and referral support
- Assist participants in accessing the resource closet to obtain basic needs items
- On a weekly basis plan, shop, and prep food for the Drop-in Center; monitor food budget ensuring compliance with budget allocations
- Maintain sign-in sheets of all participants that visit the Drop-in Center in a binder; input data into database on a daily basis
- Included in on-call rotation schedule
- Assist with gathering feedback from clients to identify strengths and areas for improvement for drop-in services
- Maintain facility upkeep, security, health and cleanliness standards
- Participate in staff meetings and trainings as assigned
- Assist with leading groups when needed

Additional Duties

- Work with Program Manager to facilitate street and online outreach
- Outreach within Awaken programming
- Work with prevention team on outreach efforts in local schools and community groups
- Work collaboratively with other community agencies to educate and refer victims of sex trafficking and commercial sexual exploitation to Awaken services
- Other duties as assigned

Qualifications

- Experience working with vulnerable populations required, with survivors of sexual exploitation preferred
- Demonstrated history of coordinating multiple staff, volunteers and clients in an unpredictable community setting
- Knowledgeable of sex trafficking, the sex trade, and complex trauma
- Knowledge of motivational interviewing to assist participants in reaching their self-identified goals
- Ability to self-regulate when experiencing triggers, trauma-responses, or stressors in order to stay engaged, productive and meet the needs of the team and clients
- Knowledge of prevention and de-escalation skills to prevent violence, harmful behavior, or safety concerns and follow escalation protocol when necessary
- Ability to provide culturally appropriate and responsive care for all participants. Address concerning behaviors, when necessary, assist participants to follow drop-in agreements
- Ability to organize, discern, and problem-solve creatively
- Flexible – able to respond to directives in a timely manner
- Must be able to engage in active listening and relay accurate information
- Able to effectively work in a diverse workplace, and be self-aware regarding issues of race, ethnicity, class, sexual orientation, gender identity, religion/spirituality and ability

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- Excellent professional and interpersonal skills and ability to build rapport and trust
- Must be able to thrive in a high intensity, and often unpredictable work environment, responding to escalated behavior with calm and confidence
- Strong self-identification, personal coping skills, emotion regulation and conflict resolution
- Technology skills: iPhone; email; basic computer skills, Microsoft Office, Google Drive
- Must be able to work in harmony with Awaken's Statement of Faith and demonstrate the values of Awaken

Job Conditions

This position encounters a variety of daily work situations. There may be both routine and complex interpersonal interactions to navigate with care and thoughtfulness. Processes may change based on changing needs of the organization, new technology, or new ideas for effective care. Position operates as part of a team, engaging in entirely on-site work that may require time spent sitting, standing, or going up and down stairs. Position works in a trauma-focused environment where behaviors may become escalated and conflicts must be handled with care and competence. The work also includes some computer work, including using a keyboard, looking at a screen, using the internet, email, and video conferencing on occasion.

NOTE TO APPLICANTS: All applications must be submitted to jobs@awakenreno.org with the title of the position in the subject line. Only candidates who meet the minimum qualifications with complete applications will be considered (formal cover letter and resume).