



**Puertas Abiertas Community Resource Center
Family Advocate II
Job Description**

Employment Type: Full-time
Annual Salary \$49K
Hours: 40 hours/ per week
Report to: Senior Case Manager

Puertas Abiertas Community Resource Center (Puertas Abiertas) is a 501(3)(c) non-profit organization in Napa, CA formed in 2005. Puertas Abiertas is celebrated in the Napa community as the gateway for access to health and social services, a culturally appropriate service provider to Latino families, and a collaborator with a wide variety of community partners. We proudly hold a culture of compassion and trust and provide a warm and non-stigmatized safe space for clients who come from all walks of life.

Puertas Abiertas is a trusted home and advocate that strengthens the Latino Community through multicultural programs and services. Our welcoming and resourceful team is fully bilingual (Spanish & English), and culturally attuned to provide comprehensive support services to individuals and families in Napa County. Our programs aim to honor and empower the Latino community while fostering community pride and cultural celebration.

Position Summary:

The Family Advocate assists clients by providing in-house services and facilitating connections to community resources that promote and enhance health and wellness. Additionally, they play a crucial role in the case management program, conducting intakes, assessing needs, making referrals, and ensuring follow-up for clients. Ultimately, the Family Advocate's goal is to guide all clients to become their own advocates.

Key Duties and responsibilities

- Assist with Legal Navigation program and Civic Engagement program.
- Assist with the implementation of the Case Management program.
- Assist with the implementation of the Disaster Relief program.
- Assist current program staff with other collaborative efforts (education and civic engagement projects).
- Assist with community outreach events and activities. Coordinate economic self-sufficiency programs and workshops.
- Networks and builds relationships with other community and nonprofit partners.
- Answers and routes incoming phone calls, greet clients, conduct intakes.
- Maintain database, required records, and documentation (training for database will be provided).
- Compile and prepare data and activity reports.

Minimum Qualifications



- Bachelor's degree and at least two years of relevant professional experience preferred.
- Bilingual (English/Spanish) required (strong written and oral communications skills).
- Excellent organizational skills and demonstrated follow through on tasks: multi-project/multi-task orientation.
- Must be flexible to adjust schedule and work weekends as needed.
- Proven ability to work with people from a variety of different ethnic, socioeconomic, educational, religious, sexual, and generational backgrounds.
- MS office experience including Excel, Word and Outlook
- Ability to learn to use databases and software utilized by our organization (training provided)