



Puertas Abiertas Community Resource Center
Job Description: Family Advocate

Employment Type: Full-time

Annual Salary: \$43,680

Hours: 40 hours/per week

Report to: 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.

Our mission is to work hand-in-hand with Latinos to inspire and achieve healthy living, self-sufficiency, and opportunities for leadership and community engagement. We proactively solve problems and support our community's rights to access essential services.

We serve any individual or family in need who resides or works in Napa County. Our welcoming and resourceful team is fully bilingual (Spanish & English) and bicultural, and provides wrap-around services through our culturally competent programs within our five core service pillars: (1) Health & Wellness, (2) Education & Self-Sufficiency, (3) Civic Engagement, (4) Legal Navigation, and (5) Disaster Relief. We also work to instill a sense of pride in our community and find ways for the Latinx community to celebrate its culture.

Position Summary:

Assist clients with in-house services and connect them with appropriate community services that support and strengthen health and well-being. The Family Advocate also supports in the case management program and guides all clients to become their own advocates.

Key Duties and responsibilities

- Assist the Case Mentor and program staff with conducting intakes, assessment of client's/family's needs, and client referrals/follow-ups
- Answer and route incoming phone calls, greet clients, conduct intakes



- Maintain PACRC database, required records, and documentation (training for database will be provided).
- Networks and builds relationships with other community and nonprofit partners
- Assist with community outreach including events and activities
- Compiles and prepares data and activity reports
- Assist with Legal Navigation programs (Labor Rights, Immigration Services, among others) and Civic Engagement program
- Assist in coordinating economic self-sufficiency and health & wellness programs including workshops
- Assist with the implementation of the Disaster Relief program
- Assist program staff with other collaborative efforts (education and civic engagement projects).
- Other duties as assigned.

Education and Experience

- Bachelor's Degree or Associate Degree and minimum of two (2) years of experience.
- Bilingual (English/Spanish) required. Strong written and oral communications skills.
- Experience working with culturally diverse families, communities, and staff strongly preferred
- MS office experience including Excel, Word and Outlook
- Ability to learn to use databases and software utilized by our organization (training provided)

Please send a resume and cover letter to Blanca Huijon, Executive Director, at admin@puertasabiernaspa.org. In the subject line, please write "Family Advocate".