



409 Ayers Street
Memphis, TN 38105
901.467.0122

ROOM IN THE INN GUEST ADVOCATE

HOURS: Full-time, 40 hours/week, flexible scheduling required (some evenings and weekends)

SUPERVISOR: Program Director

JOB SUMMARY: The Advocate serves as a vital member of a multidisciplinary team working to support vulnerable individuals and families experiencing homelessness and/or health-related crises. This role provides intensive case management, care coordination, and advocacy to ensure guests receive holistic support tailored to their specific needs. Advocates support individuals and families through access to temporary shelter, medical and mental health resources, benefits, transportation, housing navigation, and other critical social services.

The ideal candidate is flexible, compassionate, resourceful, and committed to improving outcomes for individuals facing complex challenges.

SALARY: Position starts at \$45,000

CORE RESPONSIBILITIES:

- Provide direct support and daily check-ins with guests across assigned departments.
- Conduct guest intake assessments and review relevant documentation (medical or otherwise) to inform care planning.
- Coordinate and advocate for guest access to services including healthcare, mental health, housing, substance use treatment, and benefits.
- Maintain timely and accurate case notes in electronic databases.
- Assist with program operations, including enforcing guidelines and creating a safe and supportive environment of hospitality.
- Secure transportation for guests to and from appointments, interviews, or external services.
- Maintain guest confidentiality and adhere to all HIPAA and privacy regulations.
- Respond to crises or emergencies calmly and professionally, reporting incidents as needed.
- Attend all mandatory training sessions, case conferencing and departmental meetings.
- Support data collection, program evaluation, and quality assurance efforts.
- Collaborate with internal staff, medical providers, and community partners to ensure coordinated care.

OTHER DUTIES:

- Assist in screening referrals and identifying appropriate candidates for programs.

- Develop and implement individualized service plans aligned with program goals.
- Engage guests in follow-up care planning and ensure continuity of care upon discharge or exit.
- Maintain regular communication with the Director and provide updates on guest progress and concerns.
- Perform additional responsibilities as assigned to support program success and guest outcomes.

REQUIRED QUALIFICATIONS:

- Bachelor's degree required; Master's degree in Social Work, Public Health, or a related field preferred.
- Minimum 3–5 years of experience in case management, advocacy, or social services with vulnerable populations.
- Strong interpersonal, communication, and organizational skills.
- Proficiency with electronic databases, Microsoft Office, and Google Workspace.
- Ability to work independently and as part of a collaborative team.
- Culturally competent and able to build rapport with diverse populations.
- Comfortable responding to crisis situations and working in fast-paced environments.

PHYSICAL AND WORK ENVIRONMENT REQUIREMENTS:

- Ability to sit, stand, walk, bend, and climb stairs regularly.
- Normal hearing and vision, with or without correction.
- Ability to operate phones, computers, printers, and other office equipment.
- May require local travel and transporting guests.

This job description is not meant to be a complete listing of professional duties or responsibilities.

Executive Director reserves the right to amend any job description and/or procedures. Every effort will be made to notify employees of changes within a reasonable amount of time.

Room in the Inn-Memphis is an equal-opportunity employer and makes employment decisions on the basis of merit, qualifications and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability or veteran status or any other consideration made unlawful by federal, state or local laws.

TO APPLY: Email a resume and cover letter to innkeeper@ritimemphis.org

Be sure to include the title of your desired position.