



Division/Depart	Daytime Navigation Center
Location	Santa Barbara
Job Title	Ambassador
Reports	Title FARO Operations Manager

Level/Grade	Experienced	Type of position:	Hours: 10-20 / week
		<input type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
		<input checked="" type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt
		<input type="checkbox"/> Contractor	

## GENERAL DESCRIPTION

### Position Overview

SB ACT has evolved into an entity that supports strengthening the capacity of community-based organizations to affect real, measurable change in the lives of marginalized populations, especially the unhoused.

SB ACT coordinates various navigation centers (one-stop shop homeless services sites) that bring together multiple homeless service providers. These sites pop up at different locations throughout the City of Santa Barbara and Goleta and serve to assist individuals connecting to housing, employment, mental health, healthcare, and other services. The Ambassador will be part of a small team responsible for executing this mission.

### Responsibilities

The Ambassador will provide day-to-day support at the navigation centers. Key responsibilities include:

- Welcoming clients upon entering the navigation center
- Entering clients into database
- Explaining to clients how the navigation center and housing process work
- Providing mentorship to clients toward housing goals
- Walking clients to restrooms or appointments
- Setting up and cleaning the site
- Monitoring outdoor areas
- Providing outreach to individuals experiencing homelessness in the surrounding neighborhood to encourage engagement with service providers and discourage loitering

Division/Depart	Daytime Navigation Center
Location	Santa Barbara
Job Title	Ambassador
Reports	Title FARO Operations Manager
<b>GENERAL DESCRIPTION</b>	
<ul style="list-style-type: none"> <li>• Assisting clients with navigating to basic needs</li> <li>• Working closely with the team of ambassadors to maintain a safe, orderly navigation center</li> <li>• Referring client and staff concerns to the FARO Operations Manager</li> </ul> <p><b>Reporting Relationships</b></p> <p>The Ambassador will be responsible for building and maintaining strong relationships with individuals with lived experience of homelessness, providing day-to-day support and facilitation of DNC programs and their many moving parts, and being part of a highly functioning team. The Ambassador will report to the FARO Operations Manager of SB ACT.</p>	
<b>WORK EXPERIENCE/REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>• Customer service experience</li> <li>• Bilingual preferred but not required</li> <li>• Experience working with those experiencing homelessness preferred but not required</li> <li>• Lived experience of homelessness preferred but not required</li> </ul>	
<b>POSITION INFORMATION</b>	
<ul style="list-style-type: none"> <li>• Salary commensurate with experience (Approx. \$20/hour)</li> <li>• 10-20 hours/week total depending on shift availability</li> </ul>	

REVIEWED BY	Title
APPROVED BY	Title
DATE POSTED	
DATE HIRED	