

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Client Advocate
PROGRAM: Brother Francis Shelter
STATUS: Full-time / hourly / non-exempt
SUPERVISED BY: BFS Intake Manager
UPDATED: 10/5/2023

JOB SUMMARY: BFS Client Advocates are responsible for assessments, service development and on-going support to assist program participants with accessing and coordinating services to achieve self-sufficiency. Client Advocates support BFS guests with developing a road map for services and connecting with appropriate community resources including campus coordination with the 3rd Avenue Resource and Navigation Center. This position will be working with individuals who are experiencing homelessness and assisting them to maintain or re-establish community and individual stability.

QUALIFICATIONS:

Competencies: Must be able to maintain program/guest/agency confidentiality and treat every individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries. Excellent interpersonal skills: compassion is a must. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Excellent interpersonal skills. Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility. Ability to work in a team, agency personnel, and community service providers. Ability to handle crisis situations with minimum supervision. Commitment to provide services in a manner that is welcoming and appropriate and consistent with the tenets of Trauma Informed Care. Must be SOAR Certified or able to obtain certification within 90 days of employment.

Ability to accept supervision and work with other staff and community social service workers cooperatively. Must be able to work out of different locations including homes, shelter, and in coordination with other agencies at their location. Reliable transportation required.

Education / Experience: High School Diploma or equivalent and a minimum of 2 years working with people experiencing homelessness. College degree preferred. Must be able to pass background checks and fingerprinting.

Skills: Must have excellent written and oral communication skills; time management; ability to write clear, accurate, professional case notes; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications. Knowledge of community resources required. Strong interpersonal, mediation, and conflict-resolution skills preferred.

RESPONSIBILITIES:

1. Assess clients to ensure they meet all program eligibility requirements.
2. Conduct assessment of program participant's current level of self-sufficiency.
3. Assist program participant with developing a service plan, to include goals and objectives, based on needs identified in self-sufficiency assessment.
4. Provide stabilization services to ensure that individuals are eligible for housing case management in the future, including collaborating with other service providers, and following through on referrals for other needed services.
5. Meet with program participants regularly to develop goals, review progress, and complete follow-up tasks and services.

6. Work with groups and individuals on a time limited basis to develop a road map of supportive services for long-term stability.
7. Assist clients in identifying and fulfilling needs.
8. Organize or facilitate educational groups based on individual and group needs.
9. Provide mediation and conflict resolution for participants when needed.
10. Assist participants in getting connected with public benefits, specialized counseling, treatment, employment, medical and mental health services, transportation, and any other needed services.
11. Maintain current knowledge of and professional working with community resource and service providers.
12. Coordinate service provision among different providers as needed.
13. Thoroughly and accurately, document all meetings with program participants in accordance with agency standards.
14. Complete monthly statistics on case management services, provide the statistical data to the program director.
15. Must have valid AK driver's license; must have own insured vehicle.
16. Must be willing and able to transport clients in a personal vehicle.
17. Must be willing to provide shelter support as needed.
18. Other duties as assigned.

Physical Requirements: Ability to climb stairs and to lift a minimum of 20 lbs.

Training Requirements: Attend agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens. Attend all staff meetings and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature_____

Date_____

Supervisor Signature_____

Date_____