

Job Title: **Housing Client Advocate**

Employment Classification: Hourly Pay (\$20-25hr);

Non-exempt; Full-Time

Reports To: Senior Client Advocate



DESCRIPTION:

City of Refuge Emergency Housing Program offers services for individuals experiencing homelessness, women that have been victimized by sexual exploitation and trafficking or abuse. The Housing Client Advocate is responsible for preparing individuals in our Emergency Housing Program for independent living, supplying one-on-one guidance and accountability to the clients as they progress toward self-sufficiency.

Client Advocate duties include assessing, planning, implementing, monitoring and evaluating actions required to meet the client's health and human services needs with the RSS House Manager/Program Director/Sr.Client Advocate for individual intake, assessment services and case assignments.

ESSENTIAL DUTIES:

- Attend monthly All Staff and Monthly Reporting meetings
- Assist residents in developing and implementing an (ISP) "Individual Service Plan" to meet long-term housing and independent living needs.
- Guide residents through independent living guidelines and parenting skills.
- Help residents/clients develop educational and vocational plans.
- Provide referral assistance to legal, health, drug/alcohol, and mental health services.
- Utilize community resources.
- Ensure documentation and complete evaluation reports as needed.
- Assist with transportation to appointments as needed.
- Attend training and program meetings.
- Facilitate a *minimum* of weekly one-on-one meetings with all clients.
- Provide case guidance to the Program Coordinator and/or Residential Support Staff as needed.
- Diligently maintain detailed case notes and keep client case files up to date and organized on HMIS and Apricot Databases (City of Refuge will train use of database).
- Respond to referrals and intakes of new clients in a timely manner, including completing intake form and assessment of the client's needs and preferences (Mandatory intake forms are required day of placement, and all forms completed within 72 hrs. of placement)
- Be available to respond to questions from clients and authorized service providers/family members.
- Regularly communicate with property managers/affordable housing developers and property owners to maintain a current and accurate list of affordable housing/rental properties which are accepting applications for a wait list.

REQUIREMENTS:

- Regular attendance and punctuality
- Reliable vehicle
- Valid California driver's license and Insurance
- Attending regular scheduled staff meetings
- Complete any required job training
- Complete live scan

SKILLS NEEDED:

- Conflict resolution skills
- Adaptability and Creative Problem Solving
- Resourcefulness
- General understanding of the barriers people living in marginalized communities experience
- Professional business etiquette
- Experience with case management or social work
- Trauma Informed Care

ABILITIES:

- Maintain a positive attitude
- Nurture and operate in a drama-free environment
- Facilitate conflict resolution
- Mediate Emergency Response situations
- Learn, interpret, and apply City of Refuge policies and procedures
- Maintain confidentiality of information
- Effectively and tactfully communicate in both oral and written forms

TRAINING AND EXPERIENCE:

City of Refuge will provide any necessary ongoing training for the Client Advocate. However, any experience in social work, psychology, counseling and/or case management experience is preferred

- BA or Equivalent Experience in Social Work, Client Advocacy, or Social Service Provider
- Basic Knowledge of the Sacramento Region COC (Continuum of Care) for Homeless and Social Service providers
- Minimum of 1 year experience (work or volunteer) in diverse/culturally competent work environment
- Trauma-informed care training (Provided by the City of Refuge)
- CPR/First Aid and Food Handlers training (can be obtained during employment)
- Bilingual skills English/Spanish are encouraged