



We are currently seeking a **Bi-Cultural Service Advocate**

As a Bi-Cultural Service Advocate you will be an addition to our navigation program in which you will work closely with our team of case workers and other staff. The advocate will be a community agent of change in reaching the objective of our bicultural service navigators to empower individuals by increasing knowledge, level of function, social connectedness, and build resilience.

The advocate will work collaboratively with Bi-cultural Service Navigators and report directly to the Executive Director. See below for more information:

Pay rate: \$16.00-\$17.00

Job Type: PT 20-25 hrs a week , possibility of becoming a FT position

Background & Experience

- Bilingual in English and Spanish required
- Required Associate's Degree or;
- Five years of experience working in customer service and or at least three years with a social agency required

Job Responsibilities & Expectations (Other responsibilities may be assigned as needed)

- Ability to initiate, organize and implement projects led by the navigation program
- Assess and understand the health and social needs of community members
- Support the Navigation Service Program core elements: referrals, assessing needs, goal settings, and navigation, advocacy
- Assess the needs of community members, providing referral support, and follow up with community members on an ongoing basis
- Provide clients with exceptional customer service by establishing relationships and connections in an empathetic manner
- Provide linkage support and assist in facilitating communication between service agencies, clients, and the BSN program.
- Coordinate with other county service providers to ensure client access to services
- Collect and enter the data of the community members served in an accurate and timely manner in a database and protect the private information of community members and ensure that all data is secure and confidential
- Help collect and interpret quarterly data
- Maintain a safe and healthy trauma-informed environment while representing and serving YFC for our clients and the community
- Assist in outreach events and community project and drives throughout the year
- Ability to deliver services in a variety of community settings
- Reenforce and promote mental well-being of clients
- Assist in maintaining community partnerships
- Remain flexible to the needs of the program and organization

Skills & Specifications

- Detail-oriented with excellent organizational skills
- Self-starter and able to work independently
- Ability to manage several tasks simultaneously and independently, and to see them through to completion within time constraints
- Commitment and respect for diversity

- Commitment to the organization's mission and goals
- Knowledge of McHenry County community agencies and resources
- Ability to demonstrate interactive skills with diverse population
- Provide client transportation
- Some exposure to mental health issues
- Flexible schedule

Youth and Family Center of McHenry County is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability. Youth and Family Center of McHenry County has an affirmative policy to maintain the work place free of sexual harassment and intimidation.

Application, Resume, & Cover Letter

Applicants meeting the above requirements: please email resumes and cover letters to diector@yfc-mc.org.